

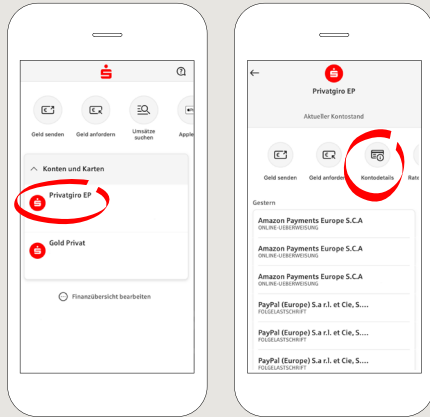
Sparkasse app: Change verification process

www.naspa.de/app



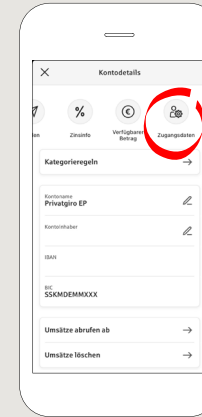
The following description applies to the operating system iOS. For other mobile operating systems, the procedure may differ slightly.

- 1** Start the Sparkasse app with a hint on the app symbol and enter your password. Select an account.

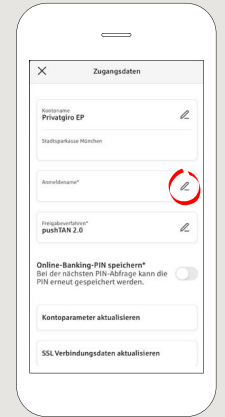


Then tap **“Kontodetails”**.

- 2** Select **“Zugangsdaten”** at the top right.



- 3** Click on the pencil next to **“Anmeldename”** to change the login name.

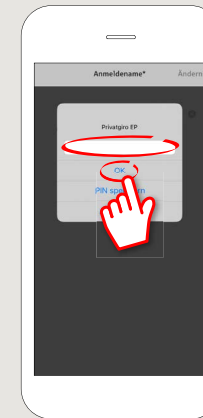


- 4** Select **“Weiter”** and change the login name in the next step. Enter the login name for the new procedure that you received by letter from the Sparkasse.

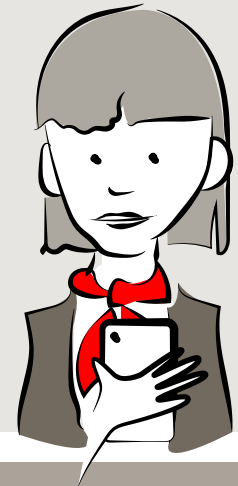


Tip on **“Ändern”**.

- 4** Enter your PIN to confirm and tip **„OK”**. Your login name is now changed.



Tip the X in the left upper corner to get back to your Account details.



DO YOU HAVE ANY QUESTIONS ABOUT THE SPARKASSE APP?

Central service call number: You can contact us under **0611 364-0**
Mon – Fri from 8 am – 7 pm and Sat from 9 am – 2 pm.

Further information about the Sparkasse app is available at: www.naspa.de/app

YOU CAN ALSO CONTACT US AT:

Online banking support for private customers
Telephone: **0611 364 851-51**
Available: Mon – Fri from 8 am – 7 pm and Sat from 9 am – 2 pm