ODDO BHF
SE

Information on Online Banking

The online banking service provided by ODDO BHF SE enables you to process your payment transactions securely via the Internet. You can make transfers and international payments, and you can retrieve information on account transactions and securities account holdings.

Functions at a glance

- SEPA (individual and collective transfers, as well as scheduled individual and collective transfers)
- International payments
- Recurring payments (standing orders)
- Transfer templates
- Balance enquiries via the accounts included in online banking
- Account transactions via the accounts included in online banking
- View of the securities account (no disposal)
- Distributed electronic signature for corporate customers

Security

Two modern identification procedures are available for the registration and approval of transactions:
- The "appTAN" via smartphone app
- The "photoTAN" via app or free-based reader

Both processes fulfil the requirements of the Payment Services Directive (PSD2) for strong customer authentication. Access is established via:
- Your user ID
- Your personal password (PIN)
- An additionally generated TAN (e.g. via appTAN/photoTAN)

Payment transactions

In addition to classic SEPA transfers, you can:
- Perform forward transfers as individual or collective orders
- Set up standing orders with individual execution cycles
- Making international transfers

Templates for SEPA and international transfers can be saved and reused as required.

Additional functions

- Responsive design: Full functionality on PC, notebook, tablet and smartphone
- Order history: Transactions and account information traceable for up to 180 days
- Distributed electronic signature: particularly suitable for corporate customers, incl. individual or joint signature with various authorisation levels

10 106e 0126

Setting up and using the “appTAN” und “photoTAN”

When you initially log in to online banking, you must first install the app to allow TAN generation. You can then log in to the WEB browser with your user ID and PIN.

What are the TAN procedures used for?

Both procedures are used for 2-factor authentication and for authorising transactions in online banking.

Installation of the TAN apps

Search in the App Store (iOS) or Google Play Store (Android) depending on your smartphone operating system:

- ODDO BHF appTAN
- ODDO BHF photoTAN

For direct access, you can also scan the following QR code

appTAN for Android devices

appTAN for IOS devices

photoTAN for Android devices

photoTAN for iOS devices

Note: To install the appTAN application, please you give your consent to the reading of your smartphone’s International Mobile Equipment Identity (IMEI) number and thereby to the management and handling of calls.

Device activation

To activate a device, you will need your activation code from the activation letter you received from us.

Login via appTAN – Step by Step

- Install app
- Enter the activation code from the activation letter
- Set and confirm personal PIN
- Open online banking and enter user ID and PIN
- Generate and enterTAN from the app

Registration via photoTAN – Step by Step

- Install app
- Enter user ID and PIN in online banking
- Name smartphone and scan activation graphic
- Enter activation code from the app in online banking
- After changing the password, scan the graphic again and enter the TAN
- Success is confirmed in the form of a green tick

If you want to use the Photo TAN procedure in addition to the existing AppTAN procedure, please follow the instructions below:

- Log in to onling banking at https://www.bv-activebanking.de/oddo-bhf using your access data.
- Click on the "Administration", menu item, select"TAN management" and, in the case of the TAN procedure, select "PhotoTAN"
  "Go to settings"
- Click on the "Activate new device" button
- Perform the steps described on the screen to activate the device.

To activate additional devices, follow the steps again (up to 8 devices possible).

Technical requirements for appTAN

- Operating system iOS or Android
- The device must not be rooted or otherwise modified

What is a photoTAN graphic

The photoTAN graphic contains encrypted transaction data. By scanning the graphic, the app generates a TAN with which you can authorise the transaction.

Delete device

- Log in to online banking
- Navigate to "Administration" > photoTAN or appTAN
- Select the relevant device and click on "Delete device"

Note: Should you wish to continue using the procedure, the device must then be reactivated.

Brief description of how to set up the "ODDO BHF -iBanking" icon on the screen of your mobile phone or tablet:

iOS (Safari)

- Open: https://www.bv-activebanking.de/oddo-bhf
- Tap on the share symbol (square with arrow pointing upwards)
- Select "Go to home screen"
- Enter the icon name and tap "Add"

Android:

- Open: https://www.bv-activebanking.de/oddo-bhf
- Tap the menu icon (≡)
- Select "Add page to…" → Start screen
- Enter the icon name and tap "Add"

For direct access to ODDO BHF SE's online banking, you can also scan the following link using the QR code

System availability

The system can be used 24 hours a day, seven days a week.

Transfer orders received after 4.00 p.m. on Mondays to Fridays and on Saturdays, Sundays and public holidays shall regularly be processed on the following business day[1,2].

[1] The term "Business day" denotes any day on which the payment service providers involved in the execution of a payment transaction maintain the business operations required for execution.
[2] The execution periods for payments are set out in the "List of Prices and Services".

The Bank has also set up a hotline service for online banking, which the user can call directly as follows in the event of system issues or blocking instructions in the event of suspected misuse:

Telephon (0 69) 7 18 - 35 00

mondays – fridays	6.00 a.m. – 10.00 p.m.
saturdays	12.00 p.m. – 10.00 p.m.
sun and public holidays	12.00 p.m. – 10.00 p.m.