

## FAQ OnlineBanking – VietinBank

### Important questions about registration

#### **How do I log in to the new OnlineBanking?**

See the attached *Secure GO Plus* instruction.

#### **What is the VB-NetKey?**

The VB-NetKey is your personal identification that you can use to authenticate yourself in OnlineBanking. It is issued by your bank and consists of 5 to 11 digits. You can use it to manage all your online accounts with just one ID and the corresponding PIN.

In future, when you log in to OnlineBanking, you will regularly receive a request to authenticate yourself with your VB-NetKey and your password or PIN as well as a TAN.

#### **What is the Start PIN?**

The Start PIN is a personal identification number that is used exclusively for the initial login in combination with the VB-NetKey. This PIN must be replaced with a self-assigned PIN after it has been entered correctly once. The system will automatically prompt you to change the PIN.

#### **What is the alias?**

The alias is a user name that you can assign yourself as an alternative to the VB-NetKey. Your alias name must consist of at least 7 to a maximum of 35 characters and contain at least one letter.

It should be difficult for outsiders to guess.

#### **What is the SecureGo plus App?**

With the SecureGo plus App you approve all orders in OnlineBanking quickly, easily and securely. You receive the Tan as a push message in the SecureGo plus App.

The SecureGo plus app replaces the mobile tan procedure. Using the app increases your security.

You assign your own password when setting up your account. You are also free to replace it with a fingerprint or Face ID.

#### **How can I change my alias and PIN?**

Click on your name in the personal area, select the entry "Privacy & Security" and then "Online Access". Here you can create and edit your alias and change your PIN.

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### Important questions on the topic of financial and account

#### **Where can I find an overview of my accounts?**

After logging in to the new OnlineBanking, you will land directly on your new homepage. Here you will see an overview of your accounts at first glance. Click on "Banking and contracts" to view your financial status.

#### **How can I adapt the overview of my accounts to my needs?**

You have various options. Your settings will be retained for future calls.

##### **Option 1:** Set the sorting of the account display individually:

Click on the arrow pointing downwards. A small window opens. Here you can sort the account overview by:

- Financial institution
- account type
- account holder

##### **Option 2:** Set visibility and account name individually:

To do this, click on the icon consisting of three vertically arranged dots. A small window opens. Here you can select different points:

- Edit visibility of accounts: This allows you to exclude selected accounts from being displayed in the account overview.
- Change account designation: This allows you to individualise the name of your accounts.
- Add, delete and manage external accounts: This allows you to manage accounts from other banks in your overview.

#### **I have both a private current account and a business account. How can I control the display in OnlineBanking?**

You can determine whether only your business accounts, your private current accounts or all accounts are displayed in OnlineBanking.

Click on your name in the top right-hand corner and select "Profile selection".

Now you can select the accounts you want to be displayed.

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### Important questions on the topic of payment transactions

#### **How can I make a bank transfer?**

Transfers can be carried out in the menu "Banking & Contracts" on the tab "Transfer". The following transfer options are available there:

Domestic/SEPA  
Standing order  
Abroad

#### **How can I save an executed transfer as a template?**

After you have executed a transfer, you can create a template on the confirmation page using the "Save as template" button.

#### **Where can I find my standing orders?**

Standing orders can be viewed in the menu "Banking & Contracts" on the tab "Orders". Here you can also use the actions "View", "Change" and "Delete" for the individual standing orders.

#### **Where can I find the turnover display for my account?**

You can call up the turnover display by clicking on the desired account in the account overview. Alternatively, you can click on the arrow next to the account and then on the turnover icon. What is new is that you can see the turnovers of the last two years.

#### **Where can I find my mailbox with the account statements and account messages?**

You can reach your mailbox with a simple click on the letter icon in the top right-hand corner. Here you can view all documents from your bank. Your previous documents are automatically transferred here. In the Documents folder you will find, for example:

- Messages from your bank (account messages)
- account statements
- Securities notices

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### Important questions on the topic FinTS-Parameter

#### **What are the FinTS parameters**

HBCI/FinTS mit PIN/TAN

HBCI/FinTS Version: 3.00

HBCI-Seite: <https://hbc11.fiducia.de/cgi-bin/hbciservlet>

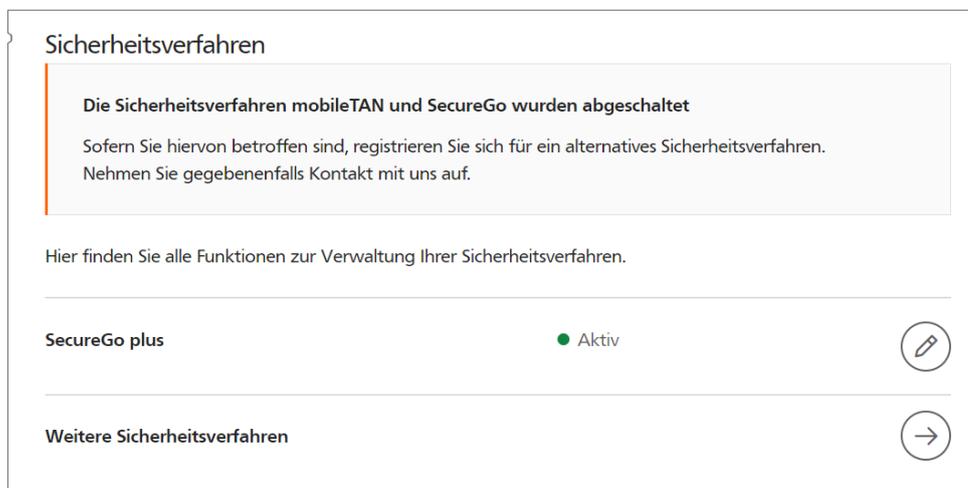
## Important questions in case of malfunctions

### **I have forgotten my PIN for OnlineBanking, what should I do?**

If you have entered the wrong PIN 9 times, a new entry PIN will be sent to you automatically by post. You can use this to assign yourself a new password.

My online access was blocked due to incorrect entry of the Tan, what should I do?

With the SecureGo plus TAN procedure, you will automatically receive an activation code by post. You can unblock your account after receiving the letter in the online branch under Banking > Service > TAN Management.



### **I have forgotten my login password for the SecureGo plus app, what should I do?**

After the fifth incorrect password entry, the app is reset to the default settings. Alternatively, you can delete the app and reinstall it. In both cases, a new registration is necessary afterwards. Use the "SecureGo plus" instructions for this.