

## SecureGo procedure – Device change

### General information to a device change

- You can only ever use one VR-SecureGo App with a VR-NetKey. Should you wish to use VRSecureGo on a second mobile device, the app on the first device will be deactivated
- Until activation of the app on the new device, the old device is still active. Once the app is activated on the new device, the old device is deactivated.

### To change device proceed as follows

1. Install VR-SecureGo on the device you wish to use in the future.

- Download the app VR-SecureGo directly from the App Store.
- Open the VR-SecureGo on your Smartphone or tablet.
- Depending on the operating system, during installation you will be asked to agree to the receipt of messages (push messages) and to the access to the camera



QR-Code Android

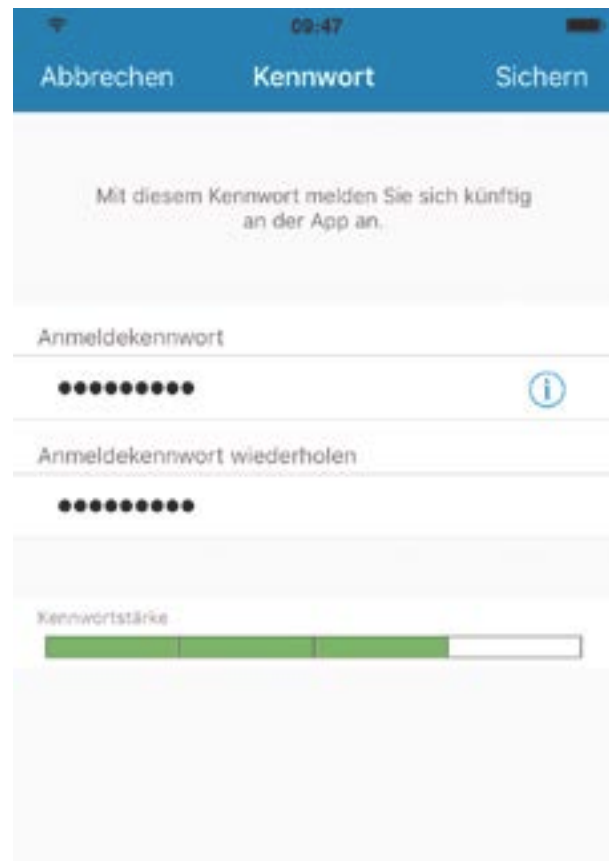


QR-Code iOS

2. Open the app. Enter the bank identification code of your bank and VR-NetKey. Login with your PIN.



3. Set your password for the application. Your password must contain a minimum of one upper case, one lower case and one digit and be between 8 and 20 characters long. Special characters are allowed.



4. Register the app. Agree to the terms and conditions and select „App registrieren“. This enables the safe technical connection between your Smartphone or tablet, VR-SecureGo app and your VR-NetKey. If you at this point select „Abmelden“, the registration process is interrupted. Your password will not be saved. At the next opening of the VR-SecureGo app you will need to start the whole process again.

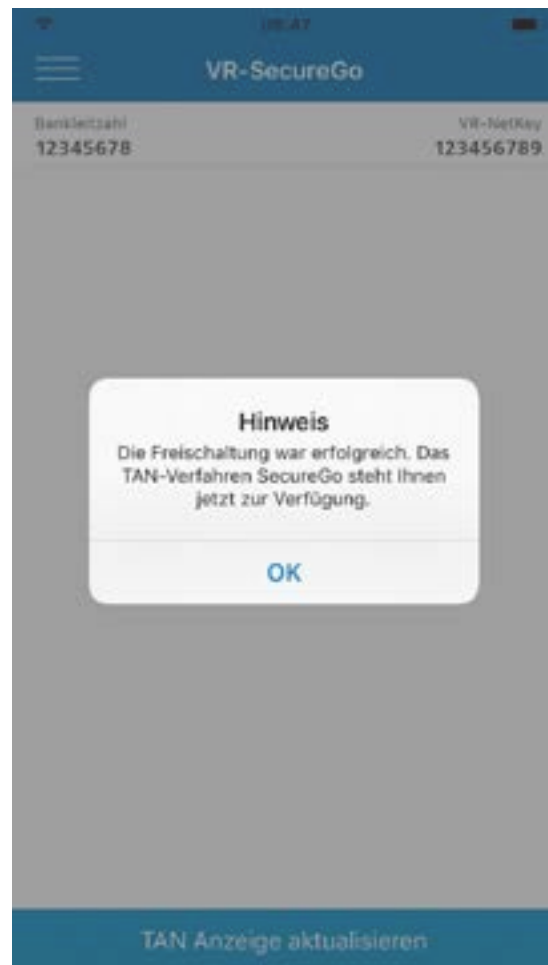


You will receive the following notification to confirm the successful registration.



- Your personal activation code will be sent to you by post. Enter the activation code in the VR-SecureGo app. You can scan it or enter it manually. Note to users of iOS: the scan will only function if you have allowed camera access to the VR-SecureGo app.
- Note: Activate the app within 40 days. After these 40 days, your registration will be deleted.

After successful activation you will receive the following notification in the app:



The VR-SecureGo app is immediately deactivated on the previous device and can no longer be used.

Register as soon as possible after receiving the activation code, in order to be ready for your next online purchase at a participating dealer. The activation code is only required once and allows you to set your virtual phone number for the VR-SecureGo Plus App or your Mobile Phone Number and security question for the SMS procedure. After registration the activation code will no longer be required. You have already requested the activation code, but don't have it at hand? No problem - on this website you have the possibility to request a new one.

In the event that you yourself have requested an activation code, the activation begins exactly as described in the Registration, Step 1. Once again, enter your card number and confirm that you accept the Terms and Conditions. You will automatically be redirected to screen shown here and asked to enter the activation code sent to you via post.



### Eingabe des Aktivierungscode

Bitte geben Sie jetzt den Aktivierungscode ein, den Sie per Post bekommen haben. Wählen Sie im nächsten Schritt Ihr Wunschverfahren.

Aktivierungscode \*

\*Pflichtfeld

X Abbrechen

Weiter >

In folgenden Fällen ist ein neuer Aktivierungscode zu beantragen:

1. Sie haben eine neue Visa Karte bestellt und Ihren Aktivierungscode in den letzten 5 Tagen nicht erhalten?
2. Sie haben Ihren Aktivierungscode nicht mehr vorliegen?
3. Sie haben keine TAN empfangen, weil sich Ihre Mobilfunknummer/Kreditkarten-Kennung der Smartphone App geändert hat?

Fordern Sie hier Ihren persönlichen Aktivierungscode per Post an.

### Step 3 when using the App procedure: Entry of the virtual Mobile Number

If you use a Smartphone we recommend the usage of the VR-SecureGo Plus App, which can be comfortably downloaded from the App Store. Simply use the QR/Codes provided on Page 1.