Erste mBiz mobile banking

Finances at your fingertips in everyday operations!

Erste mBiz mobile banking service is available to all entrepreneurs and legal entities, who are Erste Bank clients.

You can download the app on Google Play, Apple Store or Huawei AppGalery Store.

Regardless of where you are, you can now track your finances on the go and do banking in everyday business and always be first in line.

All topics are a click away:

ERSTE
Bank

Activate the mobile application without visiting the bank!

Two activation elements:

Registration ID   **Activation code**

If you are an Erste Bank client and have a contracted Erste eBiz electronic banking service, activate the mBiz mobile application by yourself via the eBiz service without visiting the bank, easily and quickly.

1. Open the electronic request to activate the mobile application through the "Requests" option in the main menu.

2. Enter your e-mail address and mobile telephone number and click "Next". Check the data entered and click "Sign" or "Edit" if corrections of the entered data are necessary. Confirm the sending of the request by entering the one-time SMS code that you will receive to the registered mobile telephone number, click "Apply" and confirm the sending on the next screen. If you have logged in to the application with a certificate, the sending of the request is confirmed with a PIN. You will receive a registration ID to the e-mail address, and an SMS message with the activation code will be sent at the mobile telephone number you entered in the request.

3. Download the Erste mBiz application from Google Play, App Store or Huawei AppGalery Store and install it on your mobile device. Open the application, click "Login". In the "Registration ID" field, enter the registration ID that you received in the e-mail, and in the "Activation code" field, enter the activation code that you received in the SMS to the telephone number you entered in the request and click "Next".

4. After activating the mobile application on your device, create a four-digit PIN, in accordance with the specified rules. The PIN will be used for each subsequent application login and account signing. The PIN entry needs to be confirmed on the following screen. The PIN cannot be defined as four identical digits (e.g. 1111) or numbers in sequence (e.g. 1234 or 4321). When changing the PIN, please bear in mind that your new PIN may not be the same as the ones used before.

5. For logging in the mobile application and signing payment orders, you may also use fingerprint or face recognition (only with iOS devices), by allowing biometric login at the first login to the application or subsequently within the "Settings" option.

Before logging to to the Erste mBiz application, the following options are at your disposal:
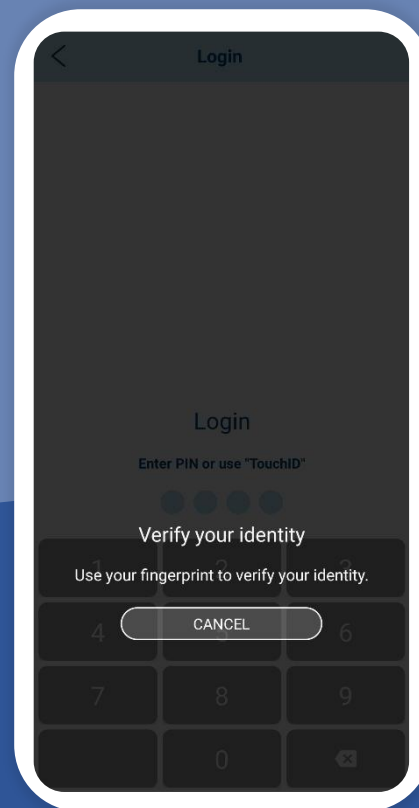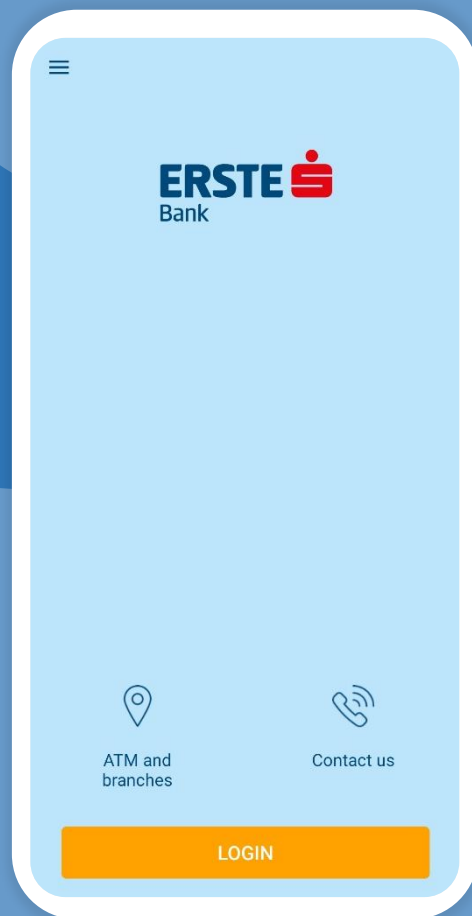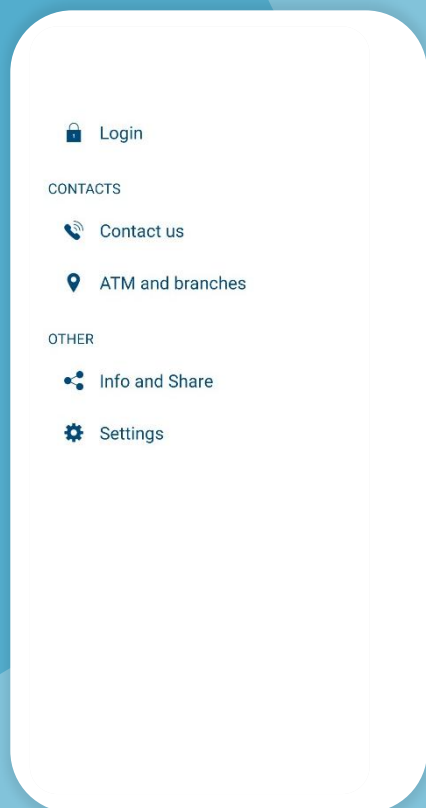
"Login", which is only used for logging in to the application by entering your PIN, fingerprint or face ID (iOS devices exclusively).

"ATM and branches", which is used for a view of the map with the locations of branches and ATMs and detailed information on business hours and contacts.

"Contact us", which is used for a view of the information on the Bank, with the possibility to access the Erste Bank website, send us an e-mail, call the Bank Contact Center or contact us via social networks.
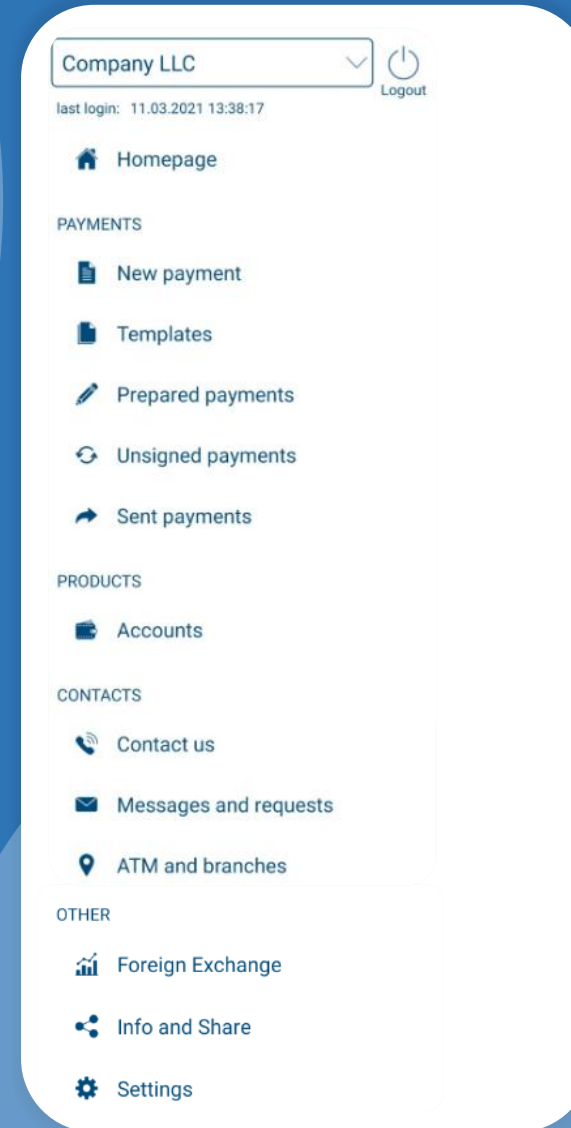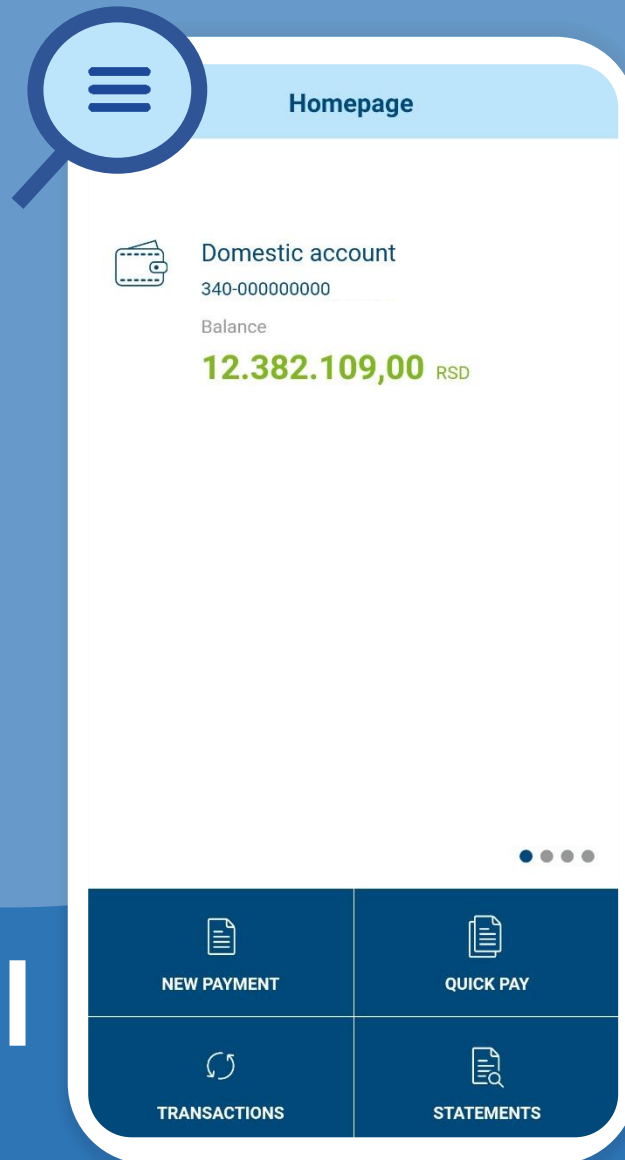
"Info and Share", within which you may find additional information on the application, terms of use and user guide, as well as to recommend the application to other users.

"Settings", for setting the language in the application. Application may be used in Serbian or English.

Welcome to Erste mBiz application!

Homepage

Domestic account
340-000000000

Balance
12.382.109,00 RSD

● ● ● ●

| NEW PAYMENT | QUICK PAY |
| TRANSACTIONS | STATEMENTS |

Homepage

Company LLC

Logout

last login: 11.03.2021 13:38:17

🏠 Homepage

PAYMENTS

📄 New payment

📄 Templates

✏️ Prepared payments

🔄 Unsigned payments

➡️ Sent payments

PRODUCTS

💳 Accounts

CONTACTS

📞 Contact us

✉️ Messages and requests

📍 ATM and branches

OTHER

📊 Foreign Exchange

🔗 Info and Share

⚙️ Settings

Main menu

🏠 HOMEPAGE

🔄 PAYMENTS

💳 PRODUCTS

📞 CONTACTS

⚙️ OTHER

⏻ LOGOUT

If you have authorization to use the Erste mBiz application under the accounts of various entrepreneurs/legal entities who are Erste Bank clients, you can use the drop-down menu, in the upper right corner, to switch to another entrepreneur/legal entity application without a need to log in again.

After logging in to the application, a homepage opens where you can view the balances of all accounts you are authorized for. By moving the screen from right to left, the following account is displayed. By clicking on the balance, below the account number, the account details where settings can be made will open. On the homepage, shortcuts can be used that enable quick access to the features used most commonly: "New payment", "Quick pay", "Transactions" and "Statements".

New payment

Create a new domestic or international payment order or compensation order quick.

Quick pay

Create a payment order based on a previously filled in and saved payment template.

Transactions

View the transaction history for the selected account. The list includes all transactions under the selected account, with the possibility of filtering according to different criteria.

Statements

Download statements from the selected account, for which you are authorized, and save them on your mobile device.
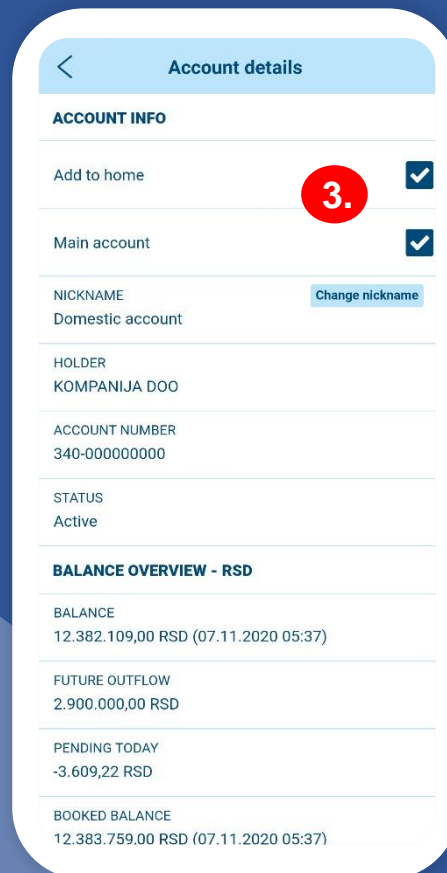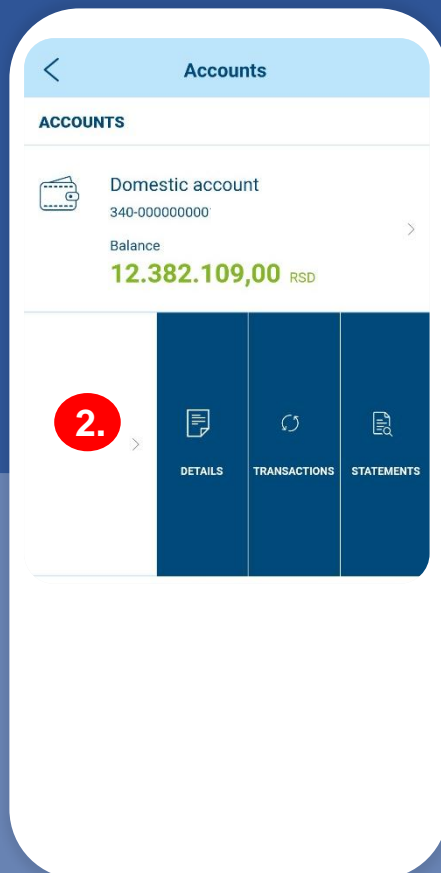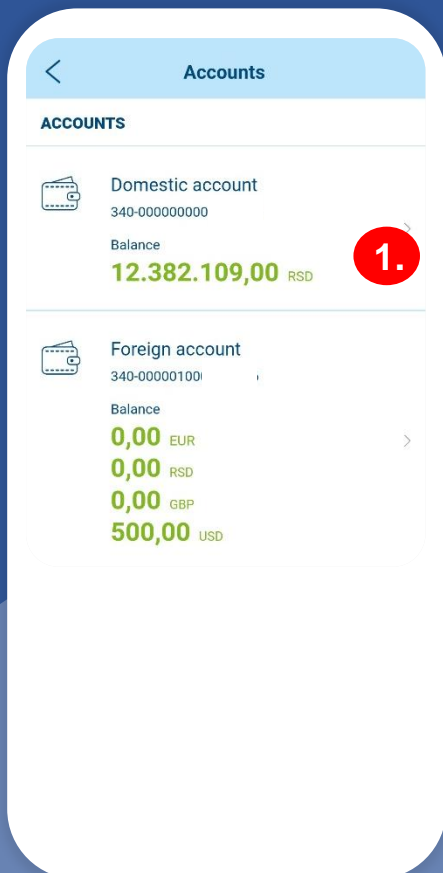

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Insight into the balance

Transactions and statements

Details and settings

Insight into balance, turnover, account statements and homepage view settings

Track finances in everyday operations through insight into balance, details and turnover of all transaction accounts, credit cards and deposits for which you have authorization and download transaction account statements for the desired period. Set up an account display on the homepage.

1. Select the "Accounts" option in the main menu in the "Products" section and view the numbers and balances of all transaction accounts, credit cards and deposits you are authorized for. For FX accounts, balances are shown in all currencies. The positive balance is shown in green and the negative state in red.

2. For each account, you can view the details and turnover and download the statements to your mobile device by clicking on the arrow to the right of the desired account and selecting the appropriate option: "Details", "Transactions" or "Statements". The turnover and statement displays are the same as when opened through shortcuts on the homepage, as described on the previous page.

3. By clicking on the "Details" option, detailed data and overview of the balance on the selected account are displayed. The details on FX accounts include data on the balance in all currencies and on sub-accounts. By selecting the "Main Account" option, the respective account is set as the main one (automatically adjusted account on payment orders), and by selecting the "Add to Home" option, the account display on the homepage is added or removed.
In the "NIckname" field, the name of the account is changed (the change is visible only to you in the application). All settings changes in the Erste mBiz application will also be displayed in the Erste eBiz electronic banking service, and vice versa.

Prepare

Sign

Send

Payments in domestic payment transactions

In the main menu, in the "Payments" section, select the "New payment" option or select the "New payment" option on the homepage, and then select the type of payment, or whether you want to pay with a payment order or a compensation order.

1. Payer data is filled in automatically. Select the account from which you want to make the payment.

2. Enter recipient data (name, address, city and account). If the recipient is in the partner database, click on "Partners", select the desired recipient and other data on him will be filled in automatically. The recipient's account is entered without spaces or dashes, all together. Select the payment code from the drop-down menu and enter and confirm the desired amount. Enter model 97 or leave the field blank if payment is not made with model 97. Enter the reference number and purpose of payment below. If you wish that the transaction be executed on a specific date in the future, enter the desired date in the "Execution Date" field. If you wish the transaction to be executed as an instant transaction (within a few seconds of sending), check the "Urgent payment" option.

3. After filling in all the elements, click on the "Next" option, check the data entered in the payment order and, in case of necessary changes, click on "Edit". If the data is entered correctly, click "Pay". Depending on the login method, add your PIN or fingerprint in the payment authorization screen or confirm the payment by scanning the face, after which the order will be sent to the bank for processing. If the recipient is authorized and is on the white list, signing the order will not be necessary, but it will be forwarded to the bank for processing immediately after clicking "Pay".

4. Once the payment order is sent to the bank for processing, the payment order may be saved as a template for future payments to the same recipient by selecting the "Save as template" option. Moreover, a new order may be created by selecting the "New payment" option.

Prepare

Sign

Send

Payments in foreign payment transactions

In the main menu, within "Payments", select the "New payment" option, or select the "New payment" option on the homepage, then the "Foreign payment" payment type.

1. Select the account from which you want to pay. Enter the amount and currency in which you want to make the payment, the transaction date (which can be up to two business days in advance), the coverage currency, and the cost option.

2. Enter the recipient data from the instruction you received from your foreign partner. If the recipient is in the partner database, click on "Partners", select the desired recipient and other data on him will be filled in automatically. It is mandatory to fill in the SWIFT of the recipient's bank, as well as other data on the recipient's bank. You can use an intermediary bank optionally. The instrument and method are pre-filled and you may change them as needed. For example, in case of per diem payment for a business trip, it is necessary to select "Travelling allowance" from the "Method" drop-down menu. Loan information is required only if you are settling your foreign loan obligations. Data for statistics are a mandatory part of the order, where it is necessary to choose the basis code, fill in the invoice number, the invoice year and the amount from the invoice. If there are several invoices, the sum of the amounts must be equal to the initial amount you specified at the beginning. By clicking the "Add" button, you can add several rows when paying several invoices.

3. After filling in all the elements, click on the "Next" option, check the data entered in the payment order and, in case of necessary changes, click on "Edit". If the data is entered correctly, click "Pay". Depending on the login method, add your PIN or fingerprint in the payment authorization screen or confirm the payment by scanning the face, after which the order will be sent to the bank for processing. If the recipient is authorized and is on the white list, signing the order will not be necessary, but it will be forwarded to the bank for processing immediately after clicking "Pay".

4. Once the payment order is sent to the bank for processing, the payment order may be saved as a template for future payments to the same recipient by selecting the "Save as template" option. Moreover, a new order may be created by selecting the "New payment" option.

Quick payment - with a payment template

Save

After being sent to the bank for processing, each payment order may be saved as a template for future payments to the same recipient by selecting the "Save as template" option.

Find

To view all saved payment templates, select the "Templates" option from the main menu in the "Payments" section or the ''Quick pay'' option on the homepage.

Change and pay

To make a payment based on a template, click the arrow on the right with the desired template and select the "Pay from template" option. Check and, if necessary, change the payment data in the template and send the payment order to the bank for processing. Each payment template may be changed or deleted by clicking options "Edit" or "Delete".
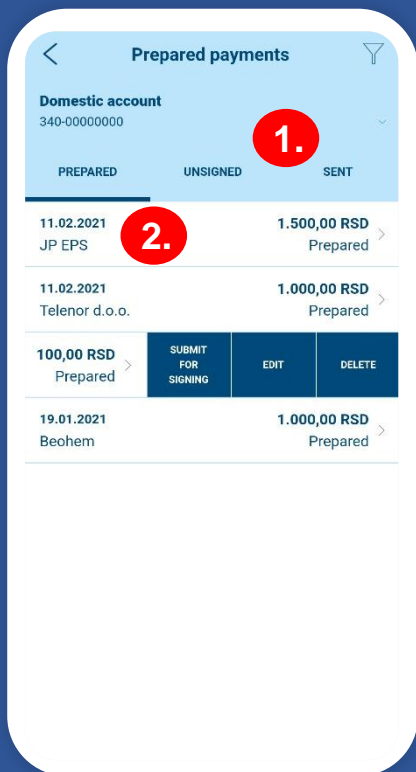
Prepared payments
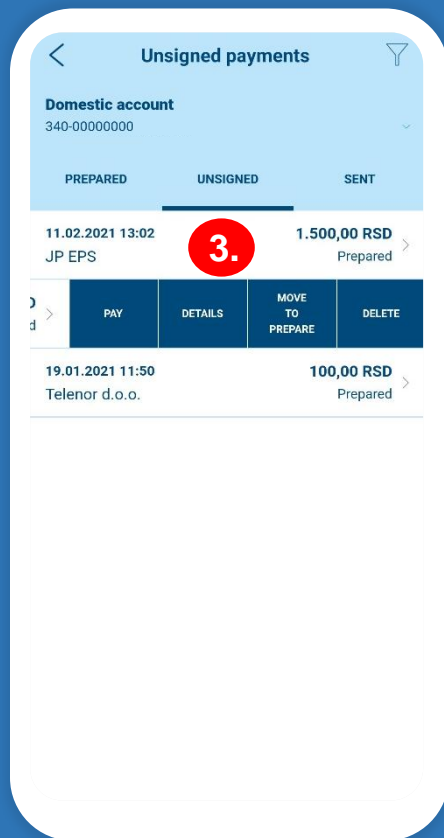
Unsigned payments

Sent payments

In the main menu in the "Payments" section, there is the option to view all orders that are in preparation (option "Prepared payments"), unsigned orders (option "Unsigned payments") and orders sent to the bank for processing (option "Sent payments").
All payment orders may be searched according to different criteria, using the filter in the upper right corner of the screen.

1. When one group of orders is accessed, you can select and view other types of orders on the same screen by selecting the desired option in the screen header (prepared, unsigned, sent).

2. In the "Prepared" section, payment orders may be viewed that have been prepared but not sent for signing (if you are only authorized to prepare orders). You can send an order in preparation for signing, edit or delete it by clicking on the arrow right with the desired order and by selecting the appropriate option. You can also check if the order was successfully prepared or if it contains an error.

3. In the "Unsigned" section, payment orders may be viewed that have been submitted for signing by a person who does not have the authority to sign orders. If you have authorization for signing, you can sign the unsigned order and send it to the bank for processing using the "Pay" option, view the details, return to preparation if a correction is necessary and delete it by clicking the arrow to the right at the desired order and by selecting the appropriate option. You can also check if the order was successfully prepared or if it contains an error.

4. In the "Sent" section, you can view payment orders that have been sent to the bank for processing. The order may be duplicated (it will be automatically saved as an order in preparation), view the details and save it as a template for future payments. Click the arrow to the right at the desired account and select the appropriate option. It may also be checked whether the order has been successfully executed (a statement has been formed), booked, rejected, revoked or is awaiting processing by the bank.

Send a message to the bank and receive notifications
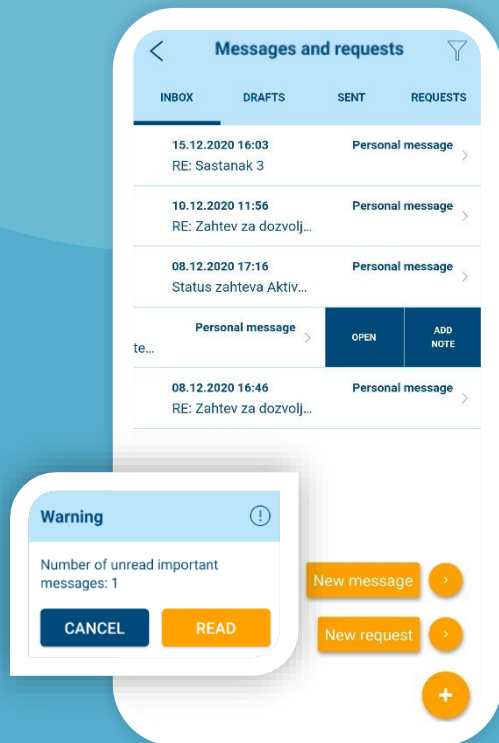
Received messages and notifications

By selecting the "Messages and Requests" option in the main menu in the "Contacts" section, you can communicate securely with the bank - send messages in two-way communication and receive notifications. All received messages and notifications from the bank are in the "Inbox" section. By clicking the arrow on the left, you may open the desired message, send a reply to the bank, delete it and add a comment.

After logging in to the application, a message will be displayed about the number of unread important messages until they are read.
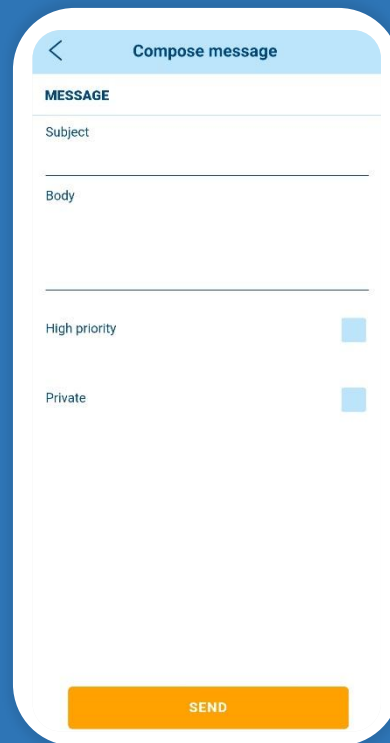
New message

On the "Messages and Requests" screen, click on "+" in the bottom right corner and select "New Message". Fill in the subject and text of the message, mark whether it is high priority, whether it is private (only you can see the private message, not the other persons authorized by the same client), and click "Send".
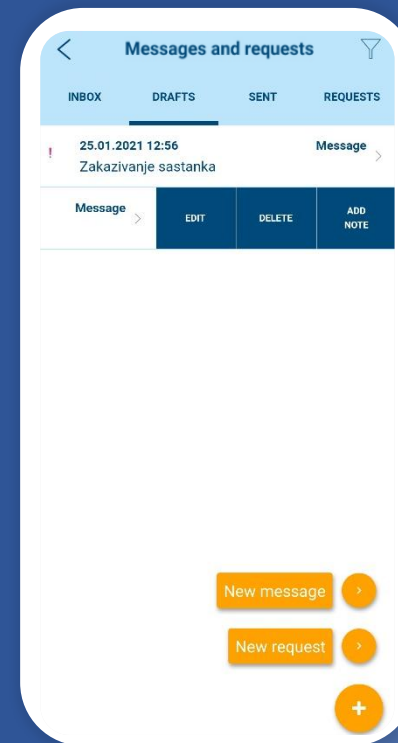
Drafts

Messages may be saved before sending through the Erste eBiz electronic banking service. All messages created and sent in such a way, but not sent to the bank, may be viewed in the "Drafts" section and within the mBiz application. By clicking on the arrow on the left, you may edit and send the desired message to the bank, delete it and add a comment.
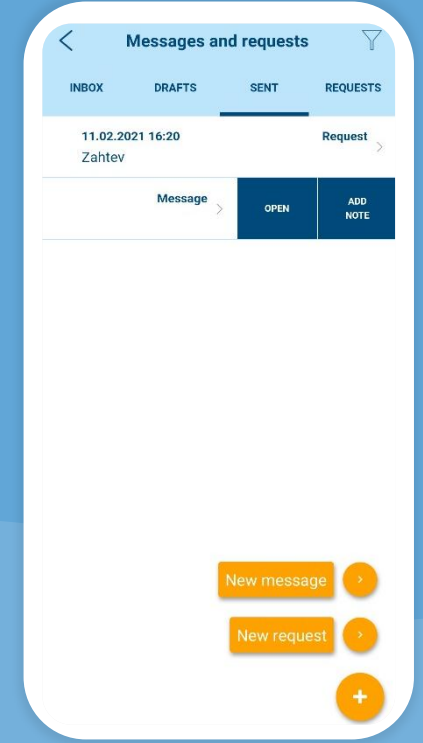
Sent messages

All messages sent to the bank are in the "Sent" section. By clicking on the left arrow, you may open and, if necessary, delete the desired message and add a comment.

All messages may be searched (inbox, drafts and sent) according to different criteria using the filter in the upper right corner of the screen.

Sent requests

Choose a request

New request

Send an electronic request to the bank

Send an electronic request to the bank in a secure manner, with or without additional confirmation (PIN, fingerprint or face ID), communicate with the bank about the request you have sent and monitor the status of its resolution.

1. Select "Messages and Requests" in the main menu, click on "+" in the bottom right corner and select "New Request". All requests in electronic form, which are currently available for sending to the bank, will be displayed. Select the desired request.

2. Fill in all the fields in the request and click "Send". If sending does not require additional confirmation, the request will be sent to the bank immediately. In case additional confirmation is necessary, you need to confirm the sending of the request with a PIN, fingerprint or face scan. The request will be sent to the bank after that.

3. All sent requests are in the "Requests" section. By clicking on the arrow to the left, you may open the desired request and add a comment. When you open the details of the request, you can send a message to the bank regarding the request. Sent requests may not be deleted. You can monitor the status of the processing of the sent request at any time, or whether the request is being processed, executed or rejected. You can search all submitted requests according to different criteria using the filters in the upper right corner.

4. Based on the sent request, you can send messages to the bank and receive messages from the bank. Sent messages in connection with the request are in the "Sent" section, and messages received from the bank in the "Inbox" section.

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Contact us

In the main menu in the "Contacts" section, use the "Contact us" option to view general information on the Bank, with the possibility to:

Contact us

NAME
Erste banka a.d. Novi Sad

ADDRESS
Bulevar oslobođenja 5, 21000 Novi Sad,

PHONE NUMBER
+381(0)60 48 48 000

E-MAIL
ebank.kontakt@erstebank.rs

WEBSITE
https://www.erstebank.rs/sr/Stanovnistvo

BANK BIC CODE
GIBARS22

CONTACT CENTER

SUPPORT
+381(0)21 423 364

CARD LOSS OR MISUSE
+381(0)21 67 72 116

ADDITIONAL DATA

Facebook

Twitter

call the Contact Center,

send an e-mail to the Bank,

access the Erste Bank website,

follow the Facebook profile of the Bank,

follow the announcements of the Bank on Twitter,
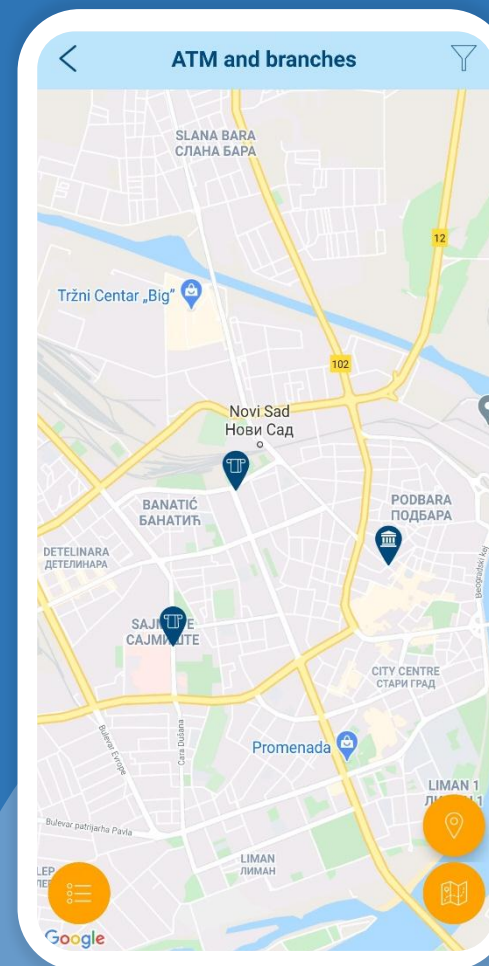
follow the YouTube channel of the Bank,

follow the announcements of the Bank on LinkedIn,

follow the Bank's news on Instagram.

ATM and branches

In the main menu in the "Contacts" section, use the "ATM and branches" option to:

ATM and branches

find the closest branch or ATM,

View at the list of all branches and ATMs with detailed contact information and business hours,

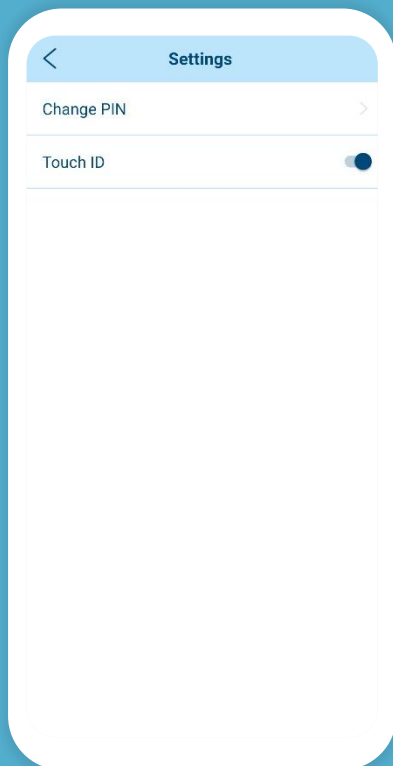view the satellite view of the branch and ATM map.

Change the PIN and set the login method

Settings

In the main menu, in the "Other" section, select the "Settings" option. Choose the "Change PIN" option to change the PIN for logging in to the application. If you want to allow or disable the application login and signing transactions by fingerprint or scanning the face (iOS only), choose or turn off the "Touch ID"/"Face ID" option.
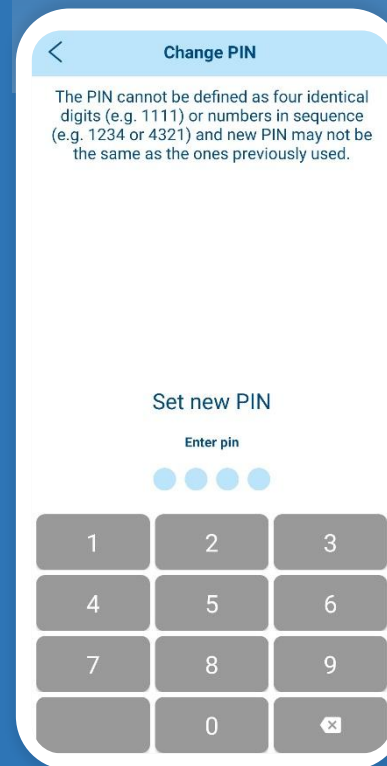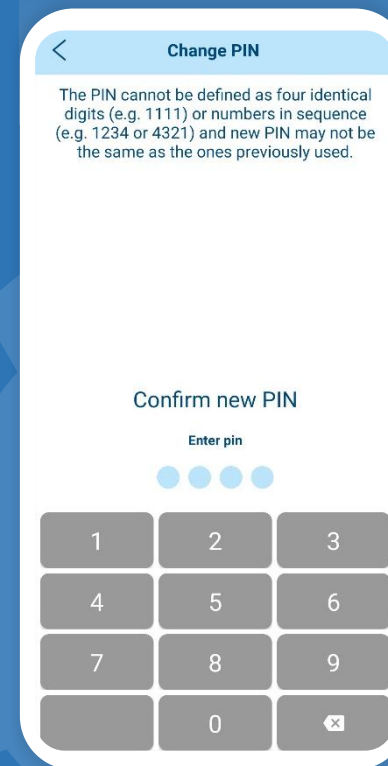
Enter the current PIN you used to sign in to the app. You will receive an error message if you have entered the wrong PIN.
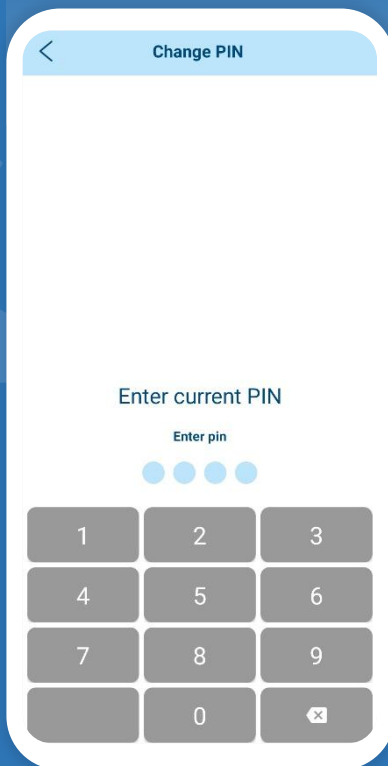
Enter the new PIN according to the specified rules. You will receive an error message if the PIN is not in accordance with the rules.
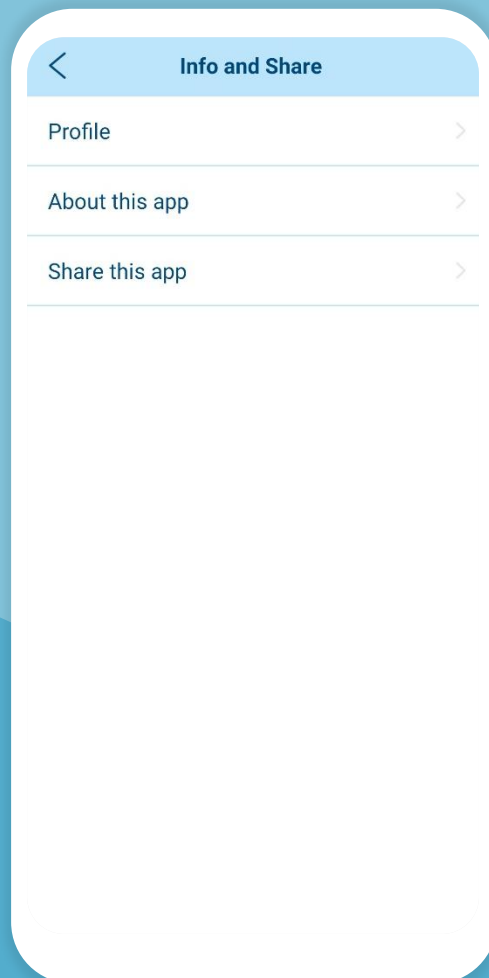
Re-enter the new PIN and you will receive a message that the PIN has been successfully changed.

Settings

Change PIN

Touch ID

Change PIN

Enter current PIN

Enter pin

1	2	3
4	5	6
7	8	9
	0	⌫

Change PIN

The PIN cannot be defined as four identical digits (e.g. 1111) or numbers in sequence (e.g. 1234 or 4321) and new PIN may not be the same as the ones previously used.

Set new PIN

Enter pin

1	2	3
4	5	6
7	8	9
	0	⌫

Change PIN

The PIN cannot be defined as four identical digits (e.g. 1111) or numbers in sequence (e.g. 1234 or 4321) and new PIN may not be the same as the ones previously used.

Confirm new PIN

Enter pin

1	2	3
4	5	6
7	8	9
	0	⌫

View your profile and other information

Info and Share

In the main menu, in the "Other" section within the "Info and share" option, you may:

by selecting the "Profile" option, view detailed information on you and entrepreneurs/legal entities, who are clients of Erste Bank, and for whose electronic and mobile banking services you are authorized;

by selecting the "About this app" option, find further information on the application, terms of use and user guide;

by selecting the "Share this app" option, recommend the application to other users.

Foreign Exchange

In the main menu in the "Other" section within the "Foreign Exchange" option, you may:

view the exchange rate list of informative character on the respective day,

by clicking on the arrow to the right of a certain currency, view the history of the sale and purchase rate of the respective currency.

@ErsteBankSrbija

Erste Bank Serbia

Erste telephone number: 0800 201 201, 060 48 48 000, 021 423 364
 www.erstebank.rs

ERSTE
Bank