



Online banking NetBanking

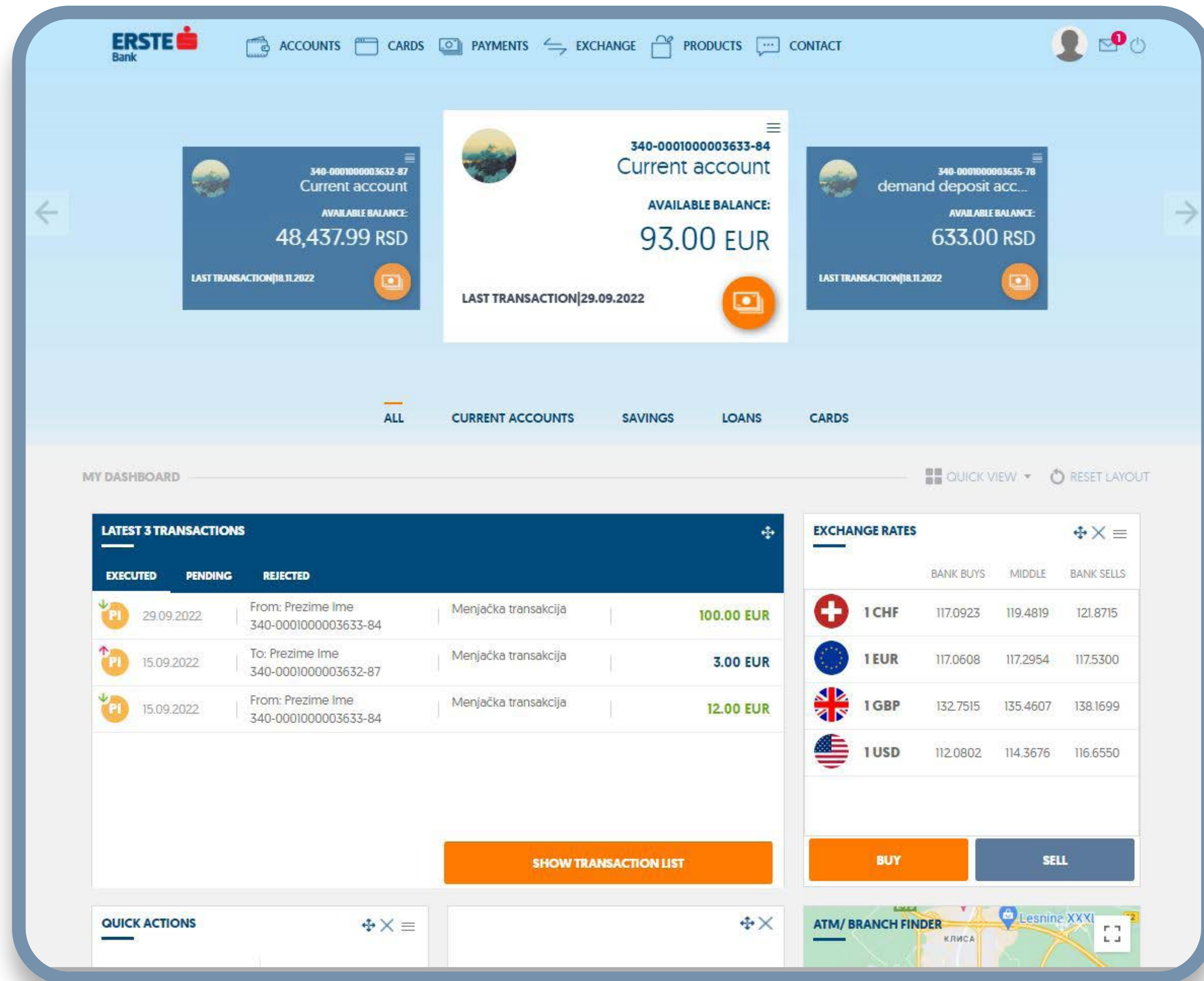
Manage your finance using clicks,
not steps to the branch, from any computer
with access to the Internet.



All topics are just a click away from you:

- ✓ Welcome to Erste NetBanking!
- ✓ Accessing Erste NetBanking service is simple
- ✓ Before login to Erste NetBanking service, explore the available options
- ✓ Simple, quick and secure login
- ✓ Login using user name and password
- ✓ Login using mToken
- ✓ Welcome to the home page!
- ✓ Accounts
- ✓ Cards
- ✓ Payments – payment in dinars
- ✓ Payments – internal transfer
- ✓ Payments – Foreign Currency Payment
- ✓ Payments – arranged standing orders
- ✓ Payments – standing orders
- ✓ Payments – templates and payees
- ✓ Payments – payment view
- ✓ Bureau de change
- ✓ Product catalogue
- ✓ Contact the bank!
- ✓ Activate your mobile application on additional devices!
- ✓ Send message to the Bank and receive notices
- ✓ View your profile!

Welcome to Erste NetBanking!



Erste NetBanking service enables you the following:



View of the balance and turnover of all transaction accounts, credit cards, and deposits you are authorised for, as well as view and download of transaction account statements.



Issuance of dinar and foreign currency orders.



Setting of limits and used channels by card.



View of payment orders (executed, pending, rejected), including the option of sorting and filtering the shown list of payment order based on various criteria.



Creation of payment template.



Personalisation of the application home page.



Activation of mobile application on several devices, whereby it is not necessary to visit the bank.



Two-way communication with the bank – sending of messages or e-applications to the bank and notice view.



View of exchange rate for currencies.



Accessing Erste NetBanking service is simple

To access Netbanking,
you only need:



Computer



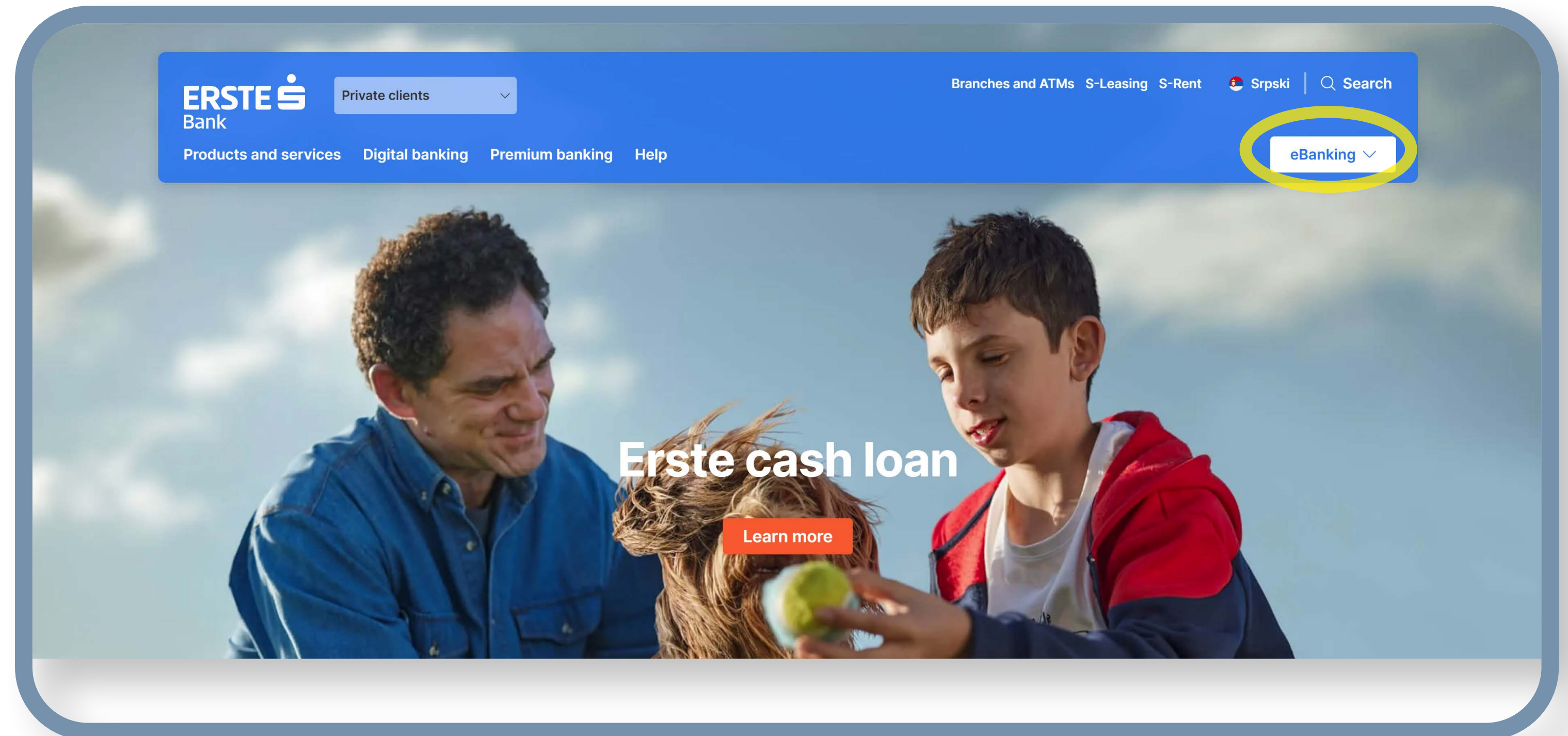
**Internet
connection**



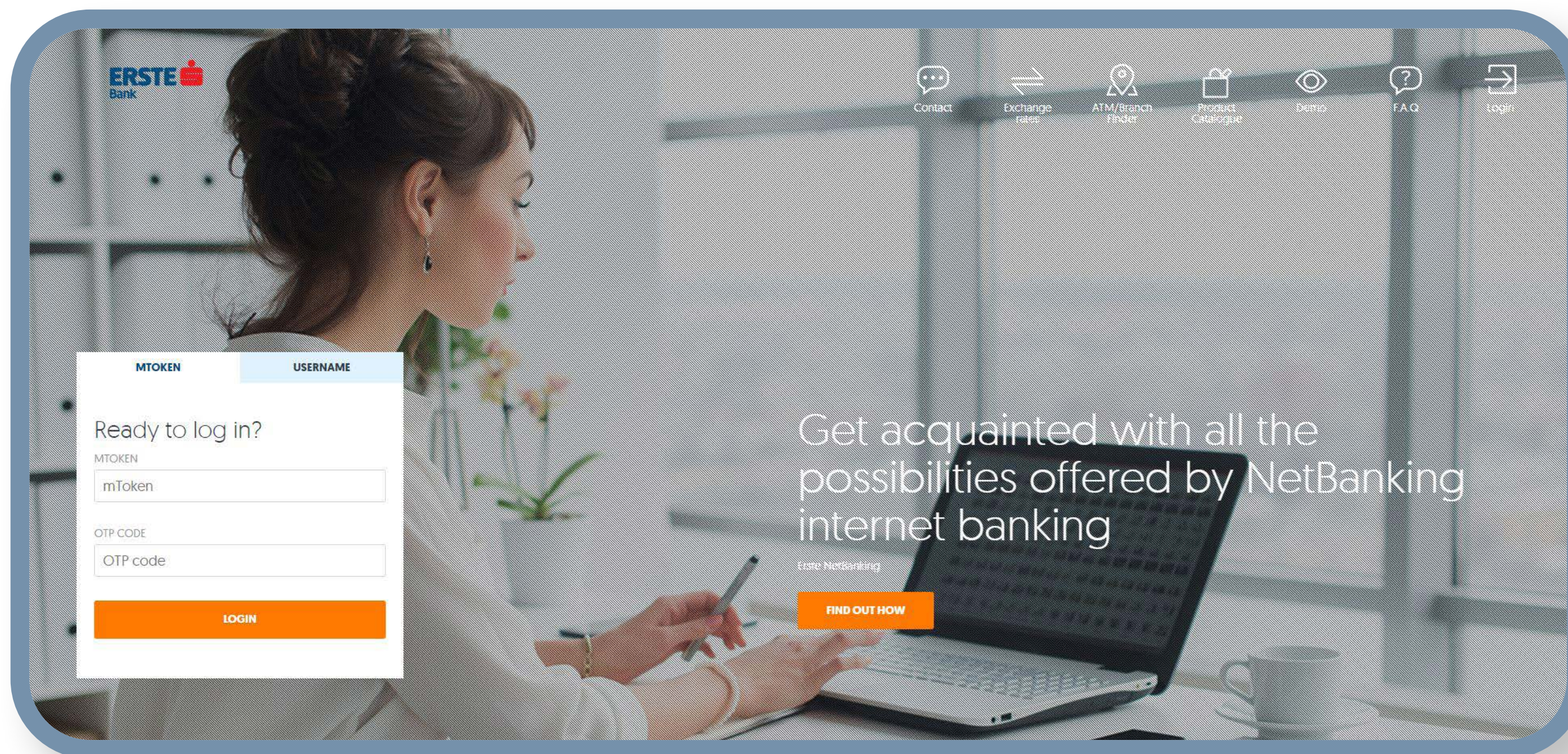
**Web
browser**

1 After the application to use Erste NetBanking service at any Erste Bank branch and when you receive the login user data, type Erste Bank web site address in the browser: <https://www.erstebank.rs>.

2 Click the “eBanking” button. In the drop-down menu, click the “NetBanking login” option.



Before login to Erste NetBanking service, the following options are available:



“Login”, used to login to the NetBanking service by inputting your mToken or user name.



“Contact”, used to view the information on the Bank, including the option of accessing Erste Bank web page, sending us e-mail, calling the Bank Contact Center, or addressing us through the social networks.



“Exchange rate list”, used to view the exchange rate list of informative nature on particular date.



“Location”, used to view of the map, including the locations of the branches and ATMs, and the data in detail on contacts and business hours.



“Products”, used to find the product customised to your needs and submit the application for a product at Erste Bank.



“Demo”, used to try all of the functionalities, whereby it is not necessary to login.



“Help”, used to get the answers to the frequently asked questions about the application.



“Links to social networks”, used to access the Bank’s account on the social networks.



Simple, quick and secure login

Two methods of login:



**User name
and password**



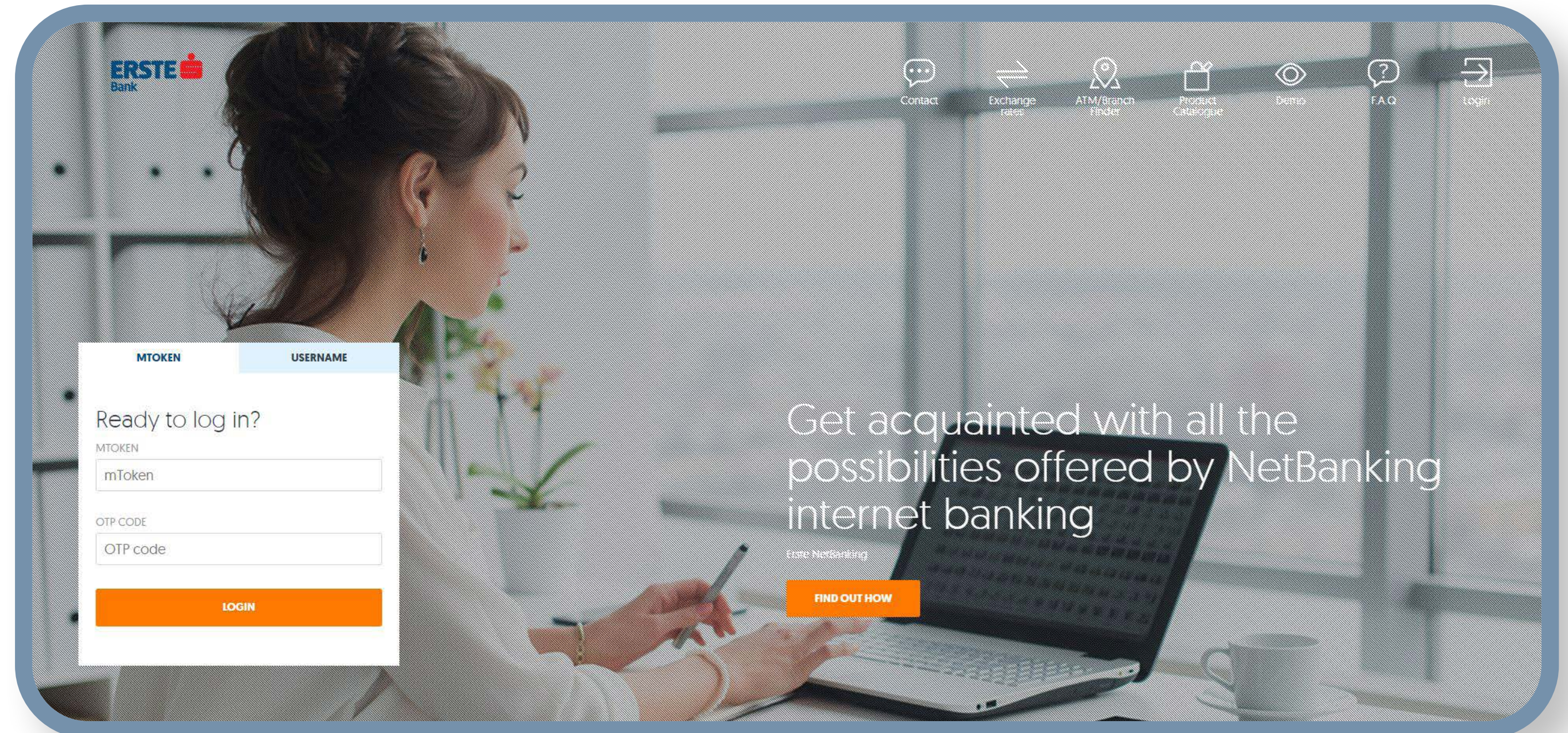
mToken

Select the login method to Erste NetBanking on the login page. You can login using two methods:

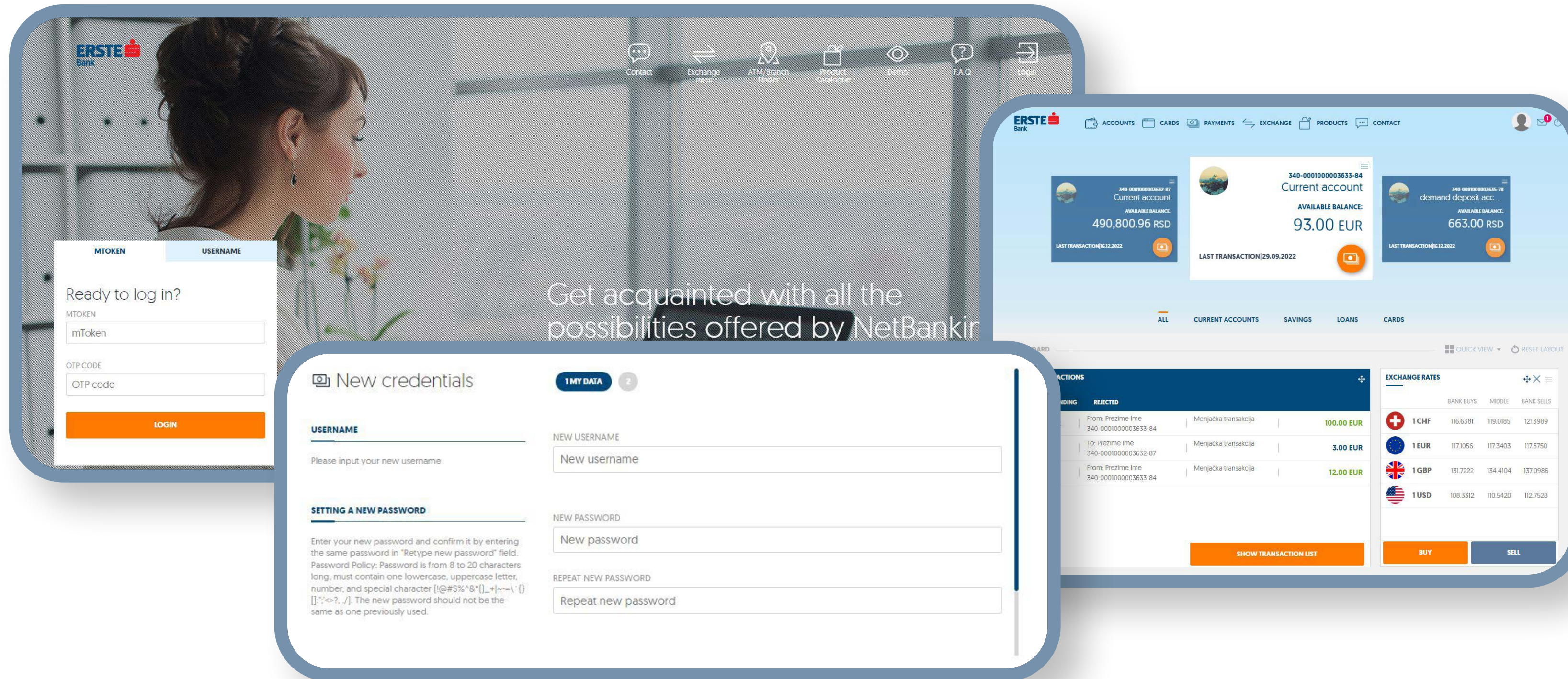
1 “User name” option – selecting this option, you login to the application inputting your user name you have received in e-mail and the password sent to you in the SMS to the registered mobile phone number. Based on this login method, you sign payment orders using the OTP code you receive in the SMS and to the registered mobile phone number.

2 “mToken” option – if you have activated mBanking on minimum one device, login to NetBanking using the mToken and OTP in your mBanking application. Based on this login method, you solely sign your payment orders using mToken.

3 On the main page for login, you can select whether you want to use the application in the Serbian (“Serbian”) or English (“English”) language.



Login using user name and password



Two data for login:



User
name



Password

After the application to use Erste NetBanking service at any of Erste Bank branches, you will receive your user name in the message to your registered e-mail address. In the SMS to the registered phone number, you will receive the password, which is valid for 72 hours.

1 On the main login page, select the **“User name”** option.

2 In the **“User name”** box, input the user name you have received in the e-mail, and in the **“Password”** box, input the password you have received in the SMS to the registered mobile telephone number.

3 Clicking **“Login”**, the screen is opened, where it is necessary to define your permanent user name and password, in accordance with the stated rules, which you will use for the further access to the application, and confirm it using the code you will receive in the SMS. Your password must not be shorter than 8 and longer than 20 characters. It must include minimum one capital letter, small letter, one number, and one special character (!@#\$%^&*()_+|~-=\`{}[]:;';<>?,./). Your

user name cannot be shorter than 8 and longer than 20 characters. It may include letters, numbers, and dot which cannot be at the beginning or end of the user name. If data are incorrectly input three times, NetBanking service is locked. In such case, call us at 0800 201 201 or 021 423 364.

4 After the change in the initial user name and password, you will be automatically logged in to NetBanking.

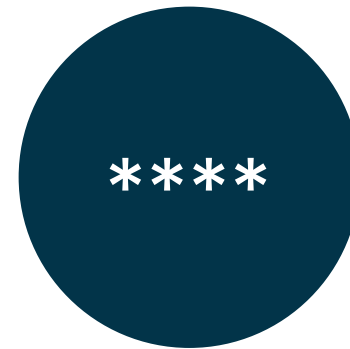


Login using mToken

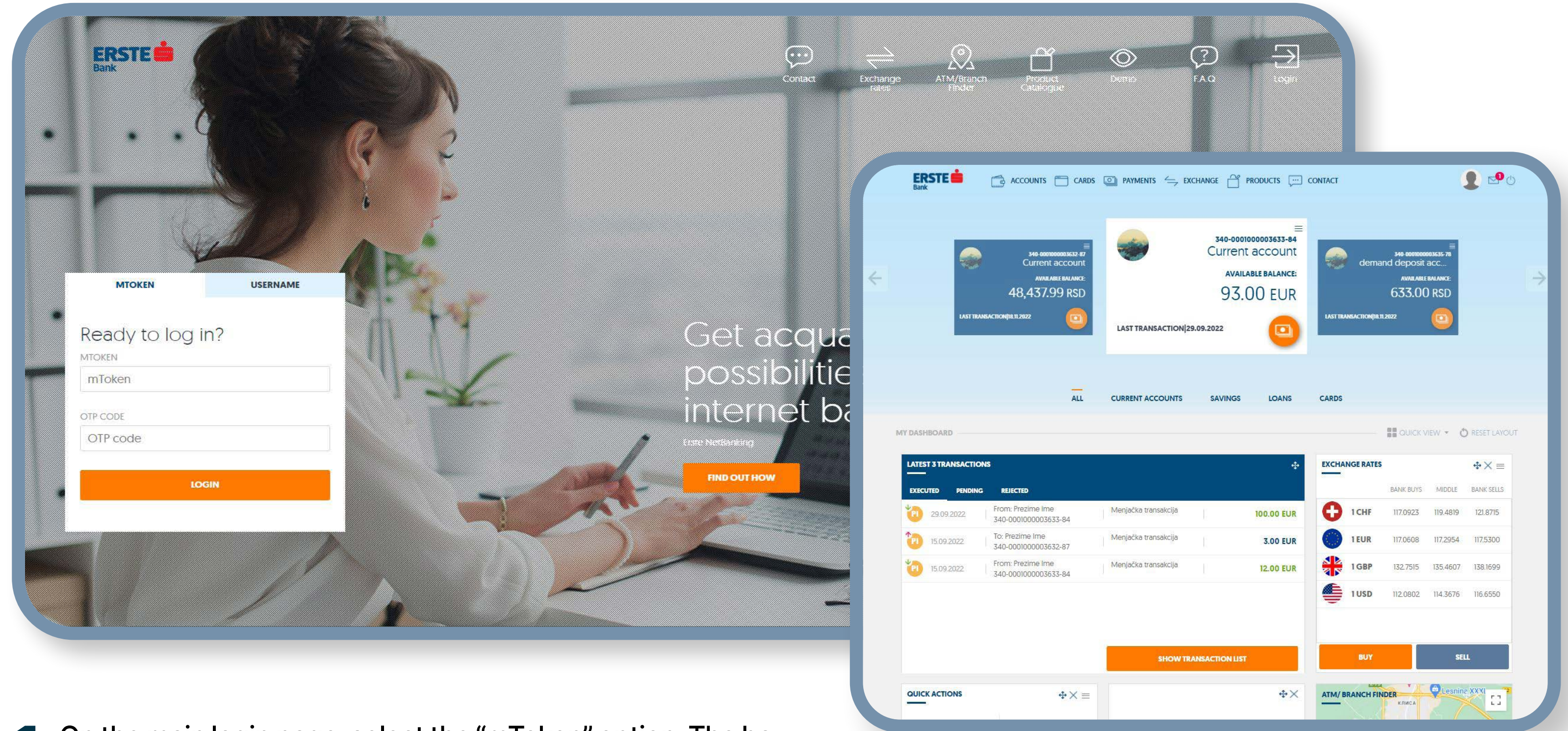
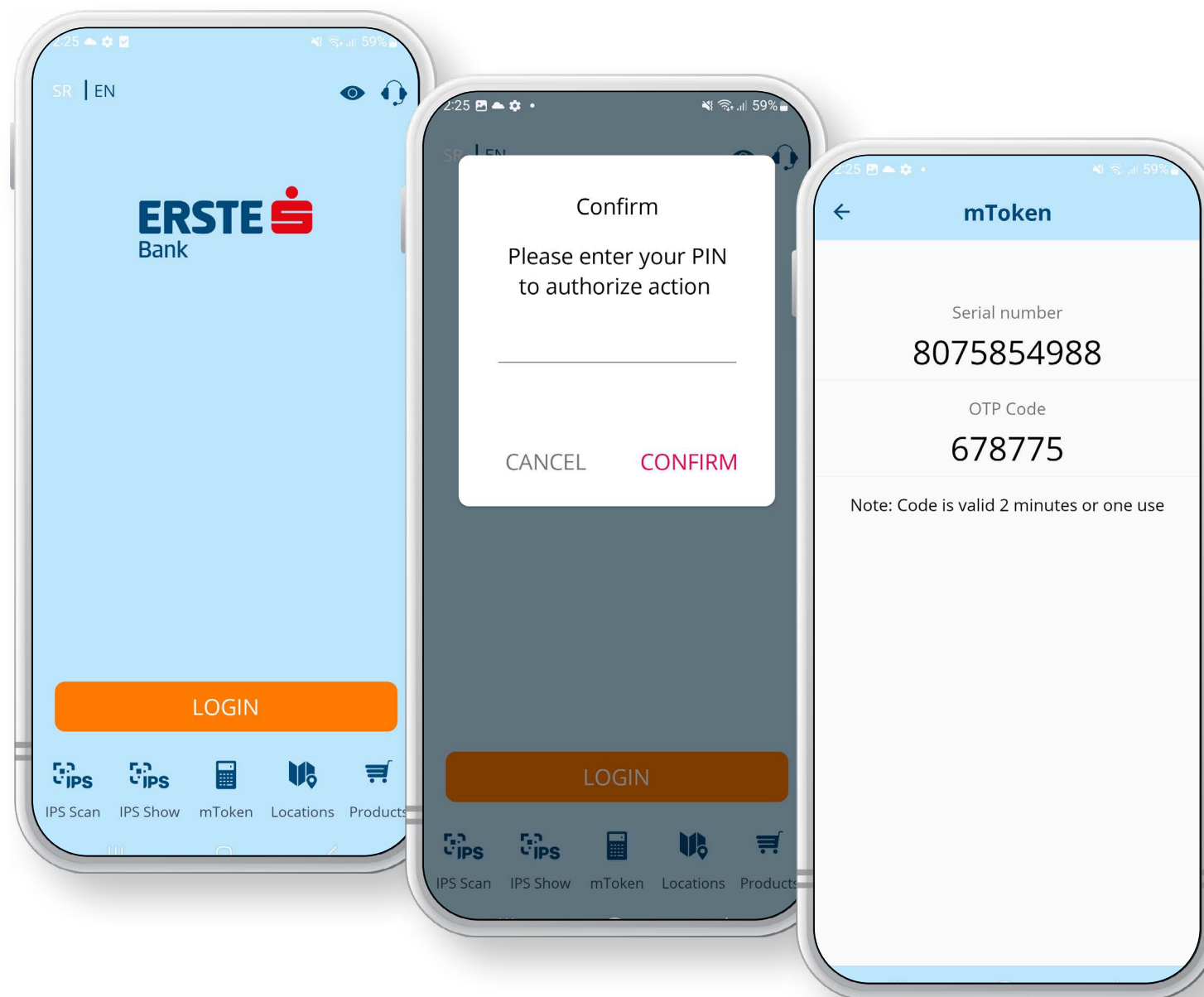
Two data for login:



mToken



OTP Code



- 1 On the main login page, select the “mToken” option. The basic prerequisite for login using your mToken is that you have activated the mBanking service.
- 2 Within the mBanking application, select the “mToken” option and generate the OTP code which is valid for 2 minutes.
- 3 Input the four-digit PIN you use to access the application and sign orders. Click the “Confirm” box.

- 4 In this manner, you generate the OTP code.

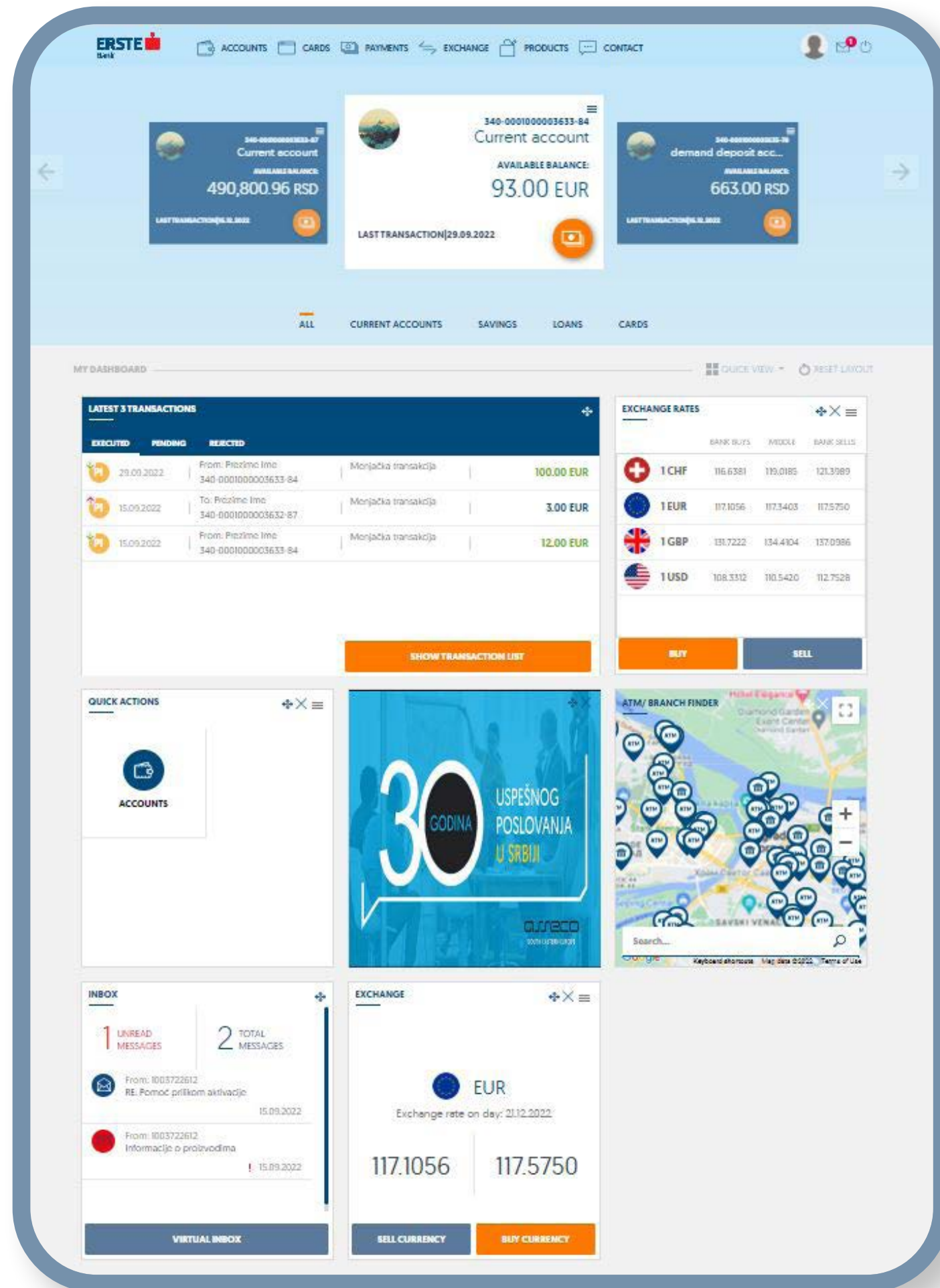
- 5 On the login page for NetBanking, input your mToken (serial number) and OTP code (code). Click the “Login” box, after which you will be automatically logged in to NetBanking.



Welcome to the home page!

After the successful login, NetBanking home page is opened, where you can:

- 1 View current balance of your main account (if you have several accounts, the balance of the account you have designated as the main will be shown). Setting of the account as the main one is described in **User profile – settings**. You can change the cards by clicking the arrows (left or right), where, depending on the account, the information on the shortcuts (“Most recent transactions”) is changed.
- 2 Use the shortcuts enabling you quick access to the most frequently used functionalities:
 - “Most recent transactions” – 5 transactions on the selected account. Transactions are categorised by status: executed, pending, rejected).
 - “Exchange rate list” – view exchange rate list on the relevant date, options for foreign currency buying and selling, as well as the option of setting 4 currencies you want to be shown within the shortcut on the main screen.
 - “Quick actions” – option of setting 4 options from the menu and sub-menu within the quick actions.
 - “Bureau de change” – shown exchange rate for the relevant currency on the relevant date where you may immediately buy or sell foreign currencies.
 - “Most recent messages” – view last 5 messages in your mailbox as well as the number of the total and unread messages.
 - “ATMs/Branches” – view the map, including the locations of the branches, ATMs and the data in detail on contacts and business hours.
 - New offers
- 3 Set all of the shortcuts you want to be shown on the main screen by ticking the relevant shortcut in “Select shortcuts”.
- 4 Change the personalised view of the home page to the default view.
- 5 Access the “Settings” within which you can change your user name and password, change the topic, send yourself the activation codes for mBanking application, view the devices on which mBanking application is selected, perform blocking, change device name and delete the device, and change the default accounts.



Accounts

On the “Accounts” page, you can view your accounts, account details, transactions, and download account statements.

1 Click the “Accounts” option on the main menu and view the balance of all transaction accounts for which you have authorisation. For the accounts in foreign currencies, accounts of various foreign currencies are separately shown. The list of accounts in the drop-down menu shows the account you have set in Settings as your default account. For any account, you can see the details, transaction view, and statements by clicking the relevant option.

Under the account list in the drop-down menu, there are also the shortcuts for each of the account types (All accounts, Current accounts, Savings accounts, Loans).

2 Clicking the “Account details” option, the data in detail and view of the balance on the selected account are shown. Within this option, there are the additional options (shortcuts):

- “Internal order” – transfer between accounts you are authorised for
- “Payment in dinars” – order for payment in dinars is automatically opened
- “Foreign Currency Payment” – order for Foreign Currency Payment is automatically opened
- “Change account picture” – you can change the account picture (change is visible only in your application).
- “Change account name” – you change the account name (change is visible only in your application).
- “Transaction view” – overview of the status of all transactions executed by you in the period of one year (executed, pending, rejected)
- “Statements” – all statements in the last one year which can be downloaded in pdf.

To view the details of other accounts, change the account from the drop-down menu on the top of the page.

3 Clicking the “Transaction view” option, you can see the history of all transactions for selected account by status (executed, pending, and rejected). To view the transactions of other accounts, change the account from the drop-down menu on the top of the page. You can search all transactions based on various criteria within the filter and sort the data in all columns in the table. You can export the transaction list in the selected format – (PDF, XSL).

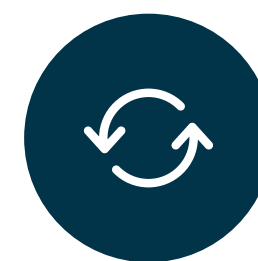
4 Clicking the relevant transaction in the list, you can view the transaction details or open transaction in the form of payment order (only if it is sent through Erste NetBanking) where you can double the order or issue a new one, save the order as payment template.

5 Clicking the “Statement” option, you can view the list of statements. Clicking “Download” in the relevant line, you can download the relevant statement in PDF to view it or for an external use.

Three types of account views:



Balance and details



Turnover



Statements

The screenshots illustrate the three types of account views available in the Erste Bank mobile app:

- Balance and details:** Shows a list of accounts with their balances. For example, a Current account with a balance of 490,800.96 RSD, a Current account with 93.00 EUR, a demand deposit account with 663.00 RSD, and a Loan account with 75,000.01 RSD.
- Turnover:** Shows a list of transactions for a selected account, including the transaction date, description, and amount. For example, a transaction on 16.12.2022 for 10.00 RSD.
- Statements:** Shows a list of statements for a selected account, including the statement for, generated date, and a download button. For example, a statement for August 2022 generated on 06.09.2022.



Cards

Three views:



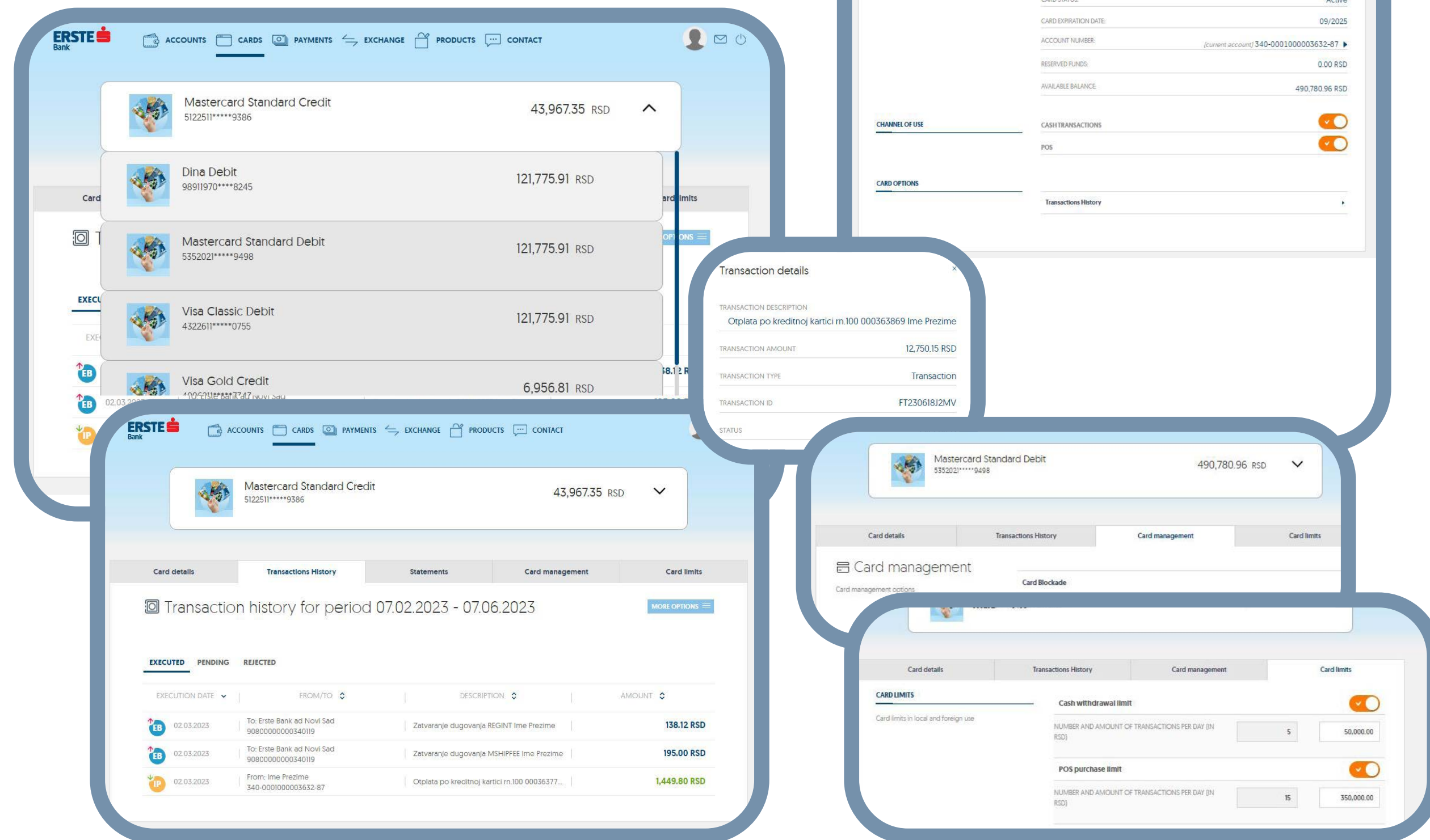
Balance and details



Turnover



Statements



On the “Cards” page, you can view the details about cards, transactions, and download card statements.

- 1 Click the “Cards” option on the main menu and view the balance of all cards you have. The card list in the drop-down menu shows the card you have set in Settings as your default card. For any card, you can view the details, transactions, and statements (available only for credit cards), control the card and limits by clicking the relevant option.
- 2 Clicking the “Card details” option, the data in detail and view of the balance on the selected card are shown. Within this option, there are the additional options (shortcuts):
 - “Consumption channel administration” – you can limit (turn on/off) card use at ATM and/or POS.
 - “Transaction view” – overview the status of all transactions executed by you in the period of one year (executed, pending, rejected).
 - To view the details of other cards, change the card from the drop-down menu on the top of the page.
- 3 Clicking the “Transaction view” option, you can see the history of all transactions for selected card by status (executed, pending, and rejected). To view the transactions of other cards, change the card from the drop-down menu on the top of the page. You can search all transactions based on various criteria within the filter and sort the data in all columns in the table. You can export the transaction list in the selected format – (PDF, XSL).
- 4 Clicking the relevant transaction in the list, you can view transaction details.
- 5 Within the “Card control” option, you can:
 - Block the card on a temporary basis, after which you can unblock it. It is necessary to select the reason of card blocking.
 - Change the card name.
- 6 You can change the limits on cards:
 - Change in the limit for cash withdrawal on ATM by the number and amount of transactions per day (in Serbia in RSD)
 - Change in the limit for consumption at points of sale by the number and amount (in Serbia in RSD)



Payments – payment in dinars



Prepare



Sign



Pay

- 1 Select the “Payments” option, and then “Payment in dinars”, or select the shortcut within “Quick actions” on the home page.
- 2 New payment order is opened. Data on payee are automatically filled in.
- 3 Before completing the payment order, you can select the template from the list of saved templates by clicking the “Select template” option.
- 4 Input the data on payee (name, address, city, and account). If you have already made payment to the same payee, it is automatically stored in the List of payees in which you can select a payee, and other data on the payee will be automatically filled in. Input desired amount. Select the payment code from the drop-down menu, after which, the Payment purpose box, which you can modify, will be automatically filled in. Input model 97 or leave the box empty unless payment is based on model 97. If you want to execute the transaction on a particular date in the future, input the relevant date in the “Date” box. If you want to execute transaction as an instant transaction (in several seconds from the time of sending), select the “Instant/Urgent payment” option.
- 5 Upon the completion of all elements, click the “Continue” option.
- 6 After clicking the “Continue”, check the input data in your payment order, and, in the event any changes are necessary, click the “Data change” option. Before signing, you can save the filled-in order as the template by clicking the “Save template” option, If data are accurate, click “Pay”.
- 7 If you have only the NetBanking service activated, you sign the transaction using the OTP code which you will receive on your registered mobile phone number. If you have both NetBanking and mBanking services activated, three scenarios for transaction signing are possible:
 - you have both services, but mBanking is not activated on any of the devices, you sign transactions using the OTP code you will receive on the registered mobile phone number,
 - You have both services and mBanking is activated on minimum one device, transactions are solely signed using your mToken
 - You have both services, mBanking is activated for you, but you have blocked all connected devices, you sign transactions using the OTP code you will receive on the registered mobile phone number.
- 8 After payment order is sent to be processed, you can save the payment order as the template for future payments to the same payee by selecting the “Keep as template” option. You can repeat payment, create standing order, download payment confirmation in PDF, view payments, and create new order by selecting the “New payment order in dinars” option.



Payments – internal transfer



Prepare



Sign



Send

- 1 Select the “Payments” option, and then “Internal transfer”, or select the shortcut within “Quick actions” on the home page. Internal transfer is enabled between your own accounts or accounts for which you are authorised, in different currencies.
- 2 From the drop-down menu, select the account from which you want to transfer the money.
- 3 From the drop-down menu, select the account to which you want to transfer the money. It is not possible to execute the internal transfer of funds between the accounts in different currencies.
- 4 Input the desired amount you want to transfer. The “Currency” box is automatically filled in depending on the account selected.
- 5 Upon the completion of all elements, click the “Continue” option.
- 6 After clicking the “Continue”, check the input data, and, in the event any changes are necessary, click the “Data change” option. Before signing, you can save the filled-in order as the template by clicking the “Save template” option. If data are accurate, click “Pay”.
- 7 If you have only the NetBanking service activated, you sign the transaction using the OTP code which you will receive on your registered mobile phone number. If you have both NetBanking and mBanking services activated, three scenarios for transaction signing are possible:
 - you have both services, but mBanking is not activated on any of the devices, you sign transactions using the OTP code you will receive on the registered mobile phone number,
 - You have both services and mBanking is activated on minimum one device, transactions are solely signed using your mToken
 - You have both services, mBanking is activated for you, but you have blocked all connected devices, you sign transactions using the OTP code you will receive on the registered mobile phone number.
- 8 After payment order is sent to be processed, you can save the payment order as the template for future payments to the same payee by selecting the “Keep as template” option. You can repeat payment, create standing order, download payment confirmation in PDF, view payments, and create new order by selecting the “New internal transfer order” option.



Payments – Foreign Currency Payment



Prepare



Sign



Send

- 1 Select the “Payments” option, and then “Foreign Currency Payment”, or select the shortcut within “Quick actions” on the home page.
- 2 New payment order is opened. Data on payee are automatically filled in.
- 3 Before completing the payment order, you can select the template from the list of saved templates by clicking the “Select template” option.
- 4 Input data on payee from the instruction received from the client to who you make Foreign Currency Payment. If you have already made payment to the same payee, it is automatically stored in the List of payees in which you can select a payee, and other data on the payee will be automatically filled in. Please ensure to fill in the SWIFT code of the payee's bank as well as other data on the payee's bank. Input desired amount. Select the payment code from the drop-down menu, after which, the “Payment purpose” box, which you can modify, will be automatically filled in. Select commission cost (SHA or OUR). If you want to execute transaction on a particular date in the future, input the relevant date in the “Date” box.
- 5 As necessary, you can attach necessary documents within the the “Documents” option.
- 6 Upon the completion of all elements, click the “Continue” option.
- 7 After clicking “Continue”, check the input data in your payment order, and, in the event any changes are necessary, click the “Data change” option. Before signing, you can save the filled-in order as the template by clicking the “Save template” option, If data are accurate, click “Pay”.
- 8 If you have only the NetBanking service activated, you sign the transaction using the OTP code which you will receive on your registered mobile phone number. If you have both NetBanking and mBanking services activated, three scenarios for transaction signing are possible:
 - you have both services, but mBanking is not activated on any of the devices, you sign transactions using the OTP code you will receive on the registered mobile phone number,
 - You have both services and mBanking is activated on minimum one device, transactions are solely signed using your mToken
 - You have both services, mBanking is activated for you, but you have blocked all connected devices, you sign transactions using the OTP code you will receive on the registered mobile phone number,
- 9 After payment order is sent to be processed, you can save the payment order as the template for future payments to the same payee by selecting the “Keep as template” option. You can repeat payment, create standing order, download payment confirmation in PDF, view payments, and create new order by selecting the “New payment order in dinars” option.



Payments – arranged standing orders



Prepare



Sign



Send

- 1 Within the “Arranged standing orders” option, by clicking the “Options”, there is a filter to browse the arranged standing orders or create a new one by selecting the “New subscription” option.
- 2 “New subscription” – select issuer by filling in the “Issuer browsing” box and click “Continue” if you want to continue. Clicking the “Dismiss”, you abandon creating new arranged standing order.
- 3 After clicking “Continue”, check the input data, and, in the event any changes are necessary, click the “Back” option.
- 4 Select account from the drop-down list of accounts. You can change the “Address” box.
- 5 Input data on account identifier, name, and accept General Terms of Business and tariff list by ticking the box.
- 6 If you have only the NetBanking service activated, you sign the transaction using the OTP code which you will receive on your registered mobile phone number. If you have both NetBanking and mBanking services activated, three scenarios for transaction signing are possible:
 - you have both services, but mBanking is not activated on any of the devices, you sign transactions using the OTP code you will receive on the registered mobile phone number,
 - You have both services and mBanking is activated on minimum one device, transactions are solely signed using your mToken
 - You have both services, mBanking is activated for you, but you have blocked all connected devices, you sign transactions using the OTP code you will receive on the registered mobile phone number.
- 7 After the OTP code is input, new subscription i.e. new arranged standing order is created.



Payments – standing orders

ERSTE Bank

ACCOUNTS CARDS PAYMENTS EXCHANGE PRODUCTS CONTACT

Local payment Balance transfer Foreign Currency Payment Utility payment Standing orders Templates and beneficiaries Transfers list

Standing orders

MORE OPTIONS

PAYMENT ORDERS EXCHANGE ORDERS

NICKNAME PAYER ACCOUNT

NT NEDELJNI TRAJNI NALOG 340-0001000003632-87

MORE OPTIONS

Filter

DEBITED ACCOUNT

All

BENEFICIARY ACCOUNT

CURRENCY

Choose currency

AMOUNT FROM

AMOUNT TO

RESET FILTER APPLY FILTER

Details

DEBITED ACCOUNT: 340-0001000003632-87

CREDITED ACCOUNT: 340-0001000003633-84

STATUS: Executed

AMOUNT IN LOCAL CURRENCY: 11,754.54 RSD

AMOUNT: 100.00 EUR

RATE: 117.55

FEE: 0.00 RSD

DATE: 29.09.2022

TRANSACTION KIND: Purchase

OPTIONS

Repeat transaction

Create standing order

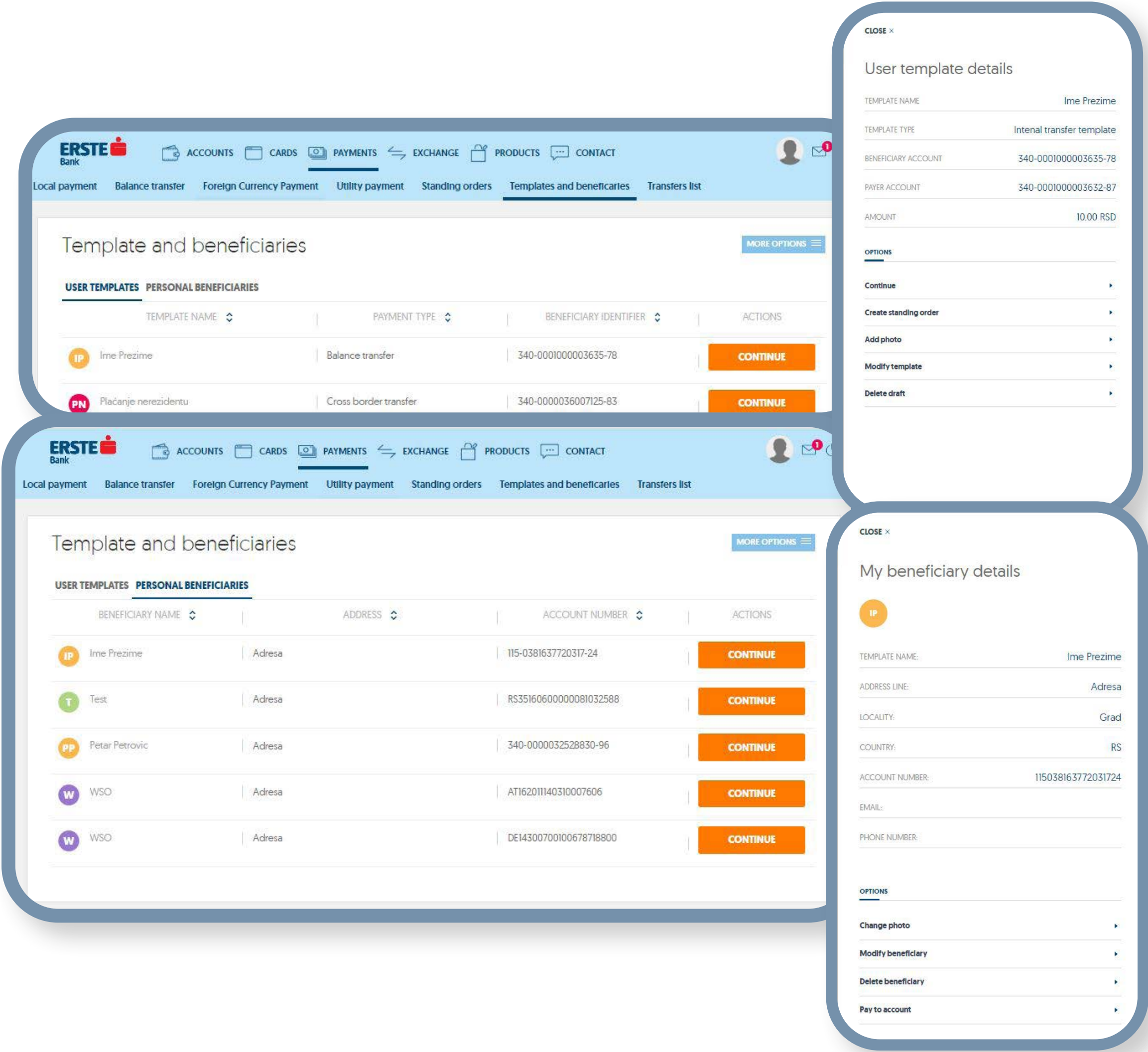
Download PDF

- 1 You have the option of creating standing orders for the transfer of funds from accounts at Erste Bank to selected account. In this option, you can view Standing orders (payments in dinars and internal transfers) and standing exchange orders (orders for foreign currency buying and selling).
- 2 You can browse standing orders based on various criteria within the filter and sort the data in all columns in the table.
- 3 Within the “Options” box, you can:
 - create standing order for an internal transaction,
 - create standing order for payment in dinars,
 - create standing exchange order.
- 4 Clicking “Details” you can:
 - view all details for relevant standing order,
 - change standing order name,
 - cancel standing order.



Payments – templates and payees

- 1 Any payment order can, after it is sent to the bank for the purpose of processing, be saved as the template for future payments to the same payee by selecting the “Keep as template” option. To view all saved payment templates, click “Payments”, “Templates and payees”, or select the shortcut within “Quick actions” on the home page.
- 2 You can browse templates based on various criteria within the filter and sort the data in all columns in the table.
- 3 Within the “Options” box, you can:
 - create new internal transfer order,
 - create new template of payment in dinars,
 - create new Foreign Currency Payment template.
- 4 Clicking the “Details” box, the template details are shown. You can immediately make payment clicking “Payment” (the same option is possible in the template list), create standing order, add template picture, change, or delete template.
- 5 After every payment, payees are included in the list of payees.
- 6 You can browse payees based on various criteria within the filter and sort the data in all columns in the table.
- 7 It is possible to create new payees.
- 8 Clicking the payee in a particular line in the list of payees, payee details are shown. You can immediately make payment clicking “Payment” (the same option is possible in the list of payees), change payee picture, change or delete payee.



Payments – payment view

ERSTE Bank

ACCOUNTS

CARDS

PAYMENTS

EXCHANGE

PRODUCTS

CONTACT

Local payment

Balance transfer

Foreign Currency Payment

Utility payment

Standing orders

Templates and beneficiaries

Transfers list

Current account

340-0001000003632-87

488,907.52 RSD

ALL

CURRENT ACCOUNTS

SAVINGS

LOANS

Transfers list

ALL

EXECUTED

PENDING

REJECTED

VALUE DATE	PAYER ACCOUNT NUM...	CREDITOR	STATUS	AMOUNT	
22.12.2022	340-0001000003632-87	340-0001000003635-78	Executed	25.00 RSD	REPEAT PAYMENT
22.12.2022	340-0001000003632-87	Ime Prezime	Executed	25.00 RSD	REPEAT PAYMENT
22.12.2022	340-0001000003632-87	340-0001000003635-78	Executed	10.00 RSD	REPEAT PAYMENT
22.12.2022	340-0001000003632-87	340-0001000003635-78	Executed	10.00 RSD	REPEAT PAYMENT
22.12.2022	340-0001000003632-87	JELENA VUKOJEVIĆ	Executed	10.00 RSD	REPEAT PAYMENT

- 1

Clicking the “Payment view” option, you can see the history of all transactions for selected account by status (executed, pending, and rejected). To view the transactions of other accounts, change the account from the drop-down menu on the top of the page. You can search all transactions based on various criteria within the filter and sort the data in all columns in the table. You can export the transaction list in the selected format – (PDF, XSL).
- 2

You can browse payments based on various criteria within the filter and sort the data in all columns in the table.
- 3

Within the “Repeat payment field”, you can repeat payment of the same order with already filled-in data.
- 4

Clicking particular transaction, transaction details are shown.



Bureau de change

Three views:



Exchange
rate list



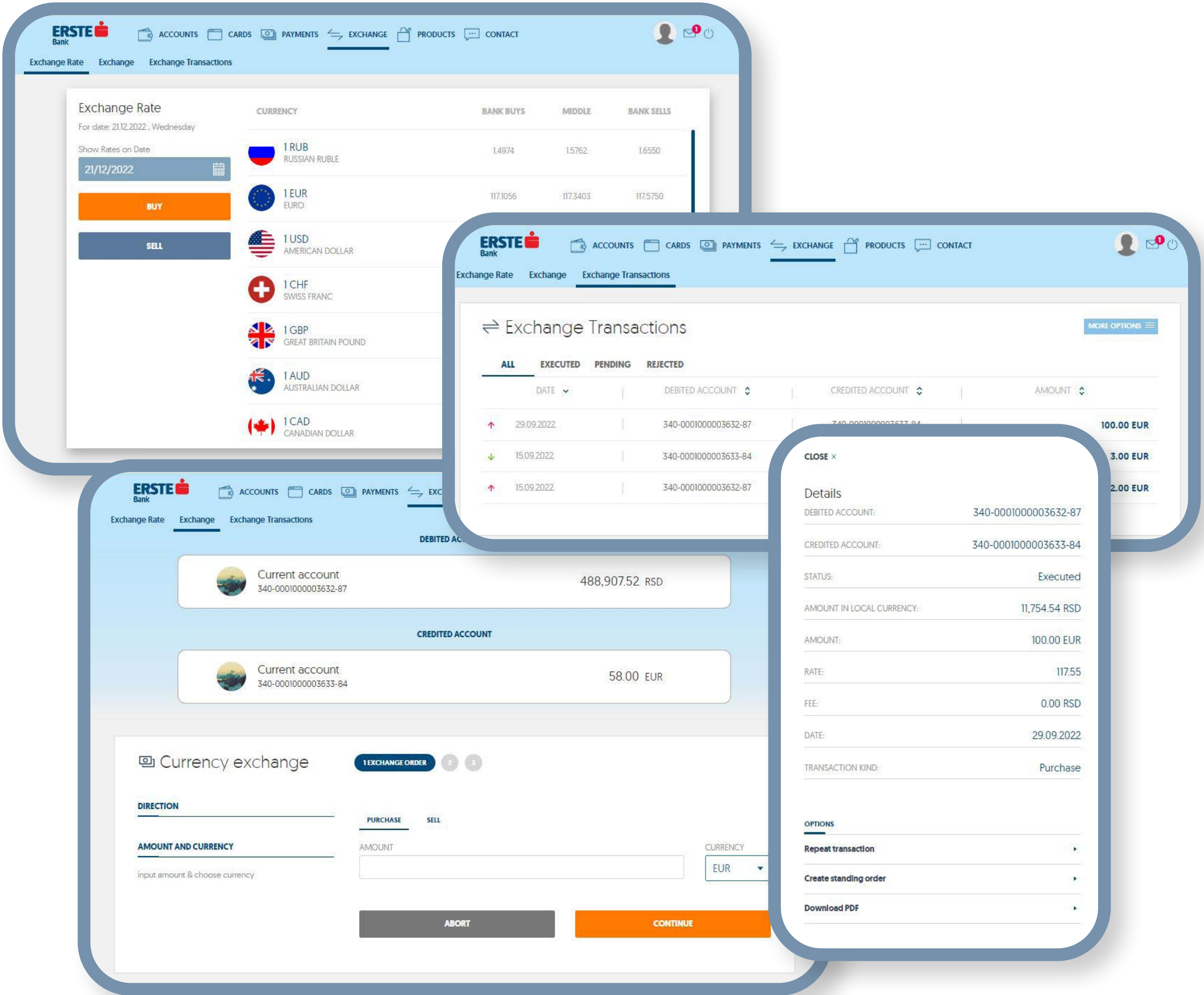
Foreign currency
buying and selling



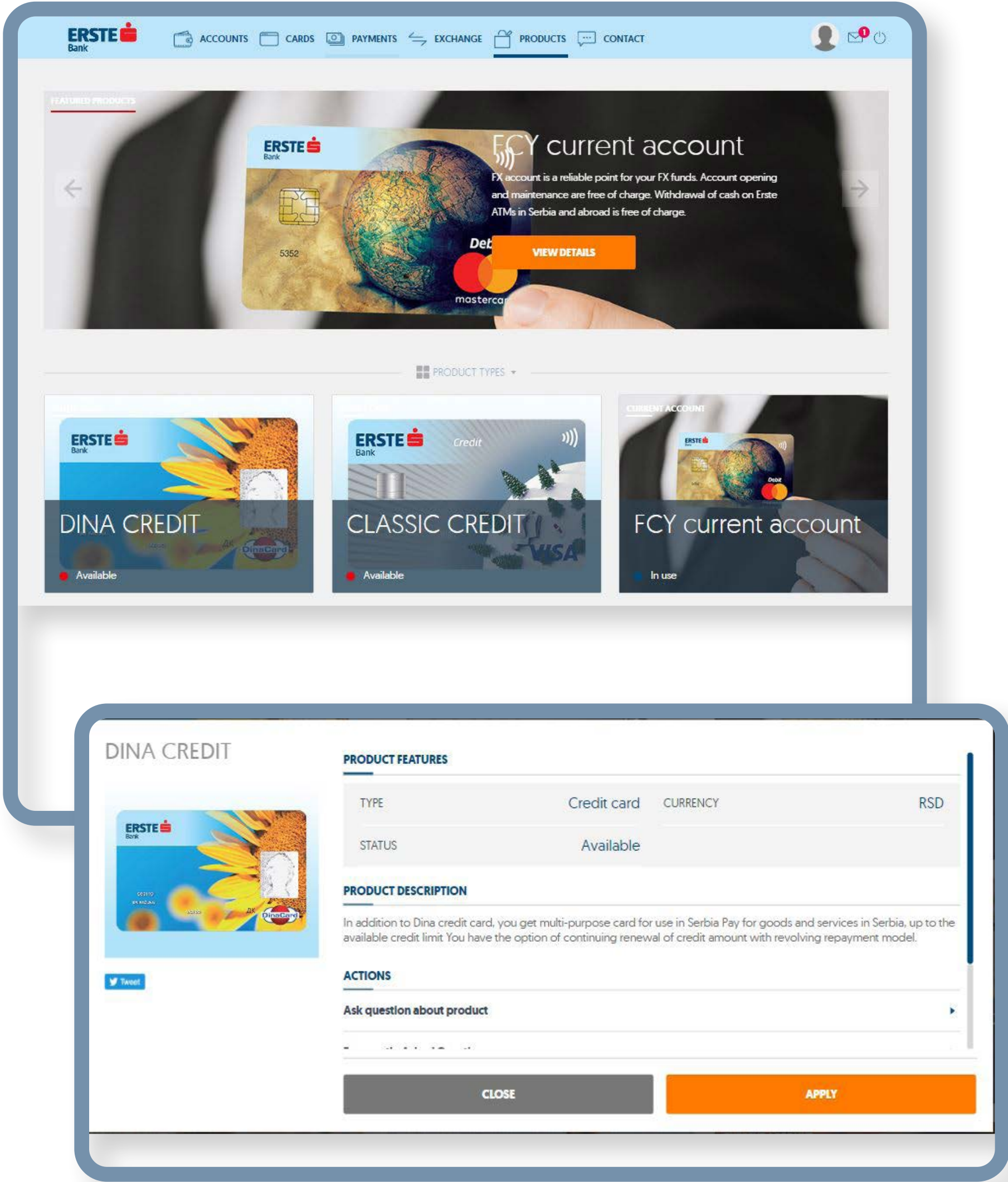
Turnover

On the “Bureau de change” page, you can view exchange rate list on the same date with the available currencies and buy or sell foreign currency at preferential exchange rate.

- 1 On the “Bureau de change” page, you can view exchange rate list on the same date with the available currencies, buy or sell foreign currency. On the left side, the “Buying” and “Selling” options are available.
- 2 Depending on whether you want to buy or sell foreign currency, select one of the two options, buying or selling, input the desired amount, and, in the list of currencies, select RSD or one of the offered foreign currencies. Clicking the “Continue” field, you sign the transaction sent to execution.
- 3 All exchange orders issued are in “Payment view” presented by status (all, executed, pending, rejected). You can search all exchange transactions based on various criteria within the filter and sort the data in all columns in the table.
- 4 Clicking the relevant exchange transaction in the list, you can view transaction details. Within the option, you can:
 - Repeat the same transaction
 - Create standing order
 - Download confirmation in PDF



Product catalogue



Two views:



List of available products



Apply

Clicking the option, in the list of the available products, you can find the product that suits your needs and file application at Erste Bank.

- 1 If you use any of the available products (**In use**), you will be able to:
 - see the details of the products used
 - raise question about a product
 - receive answers to the frequently asked questions
 - take over the documentation relevant for the respective product
- 2 If you do not use any of the available products (**You do not use this product**), you will be able to:
 - see the details of the products you are interested in
 - raise question about a product
 - receive answers to the frequently asked questions
 - Submit your application clicking the “Apply” option
 - You will be, as soon as possible, contacted by the Contact Center colleagues to check the data and arrange the next steps.



Contact the bank!

In the menu, use the “Contact” option to view the basic information on the Bank, including the following:



view the list of all branches and ATMs, including contact data and business hours in detail, find the nearest branch or ATM, view the satellite image of the map of branches and ATMs,



call the Contact Center,



send an e-mail to the Bank,



access Erste Bank web page,



follow the Bank's Facebook profile,



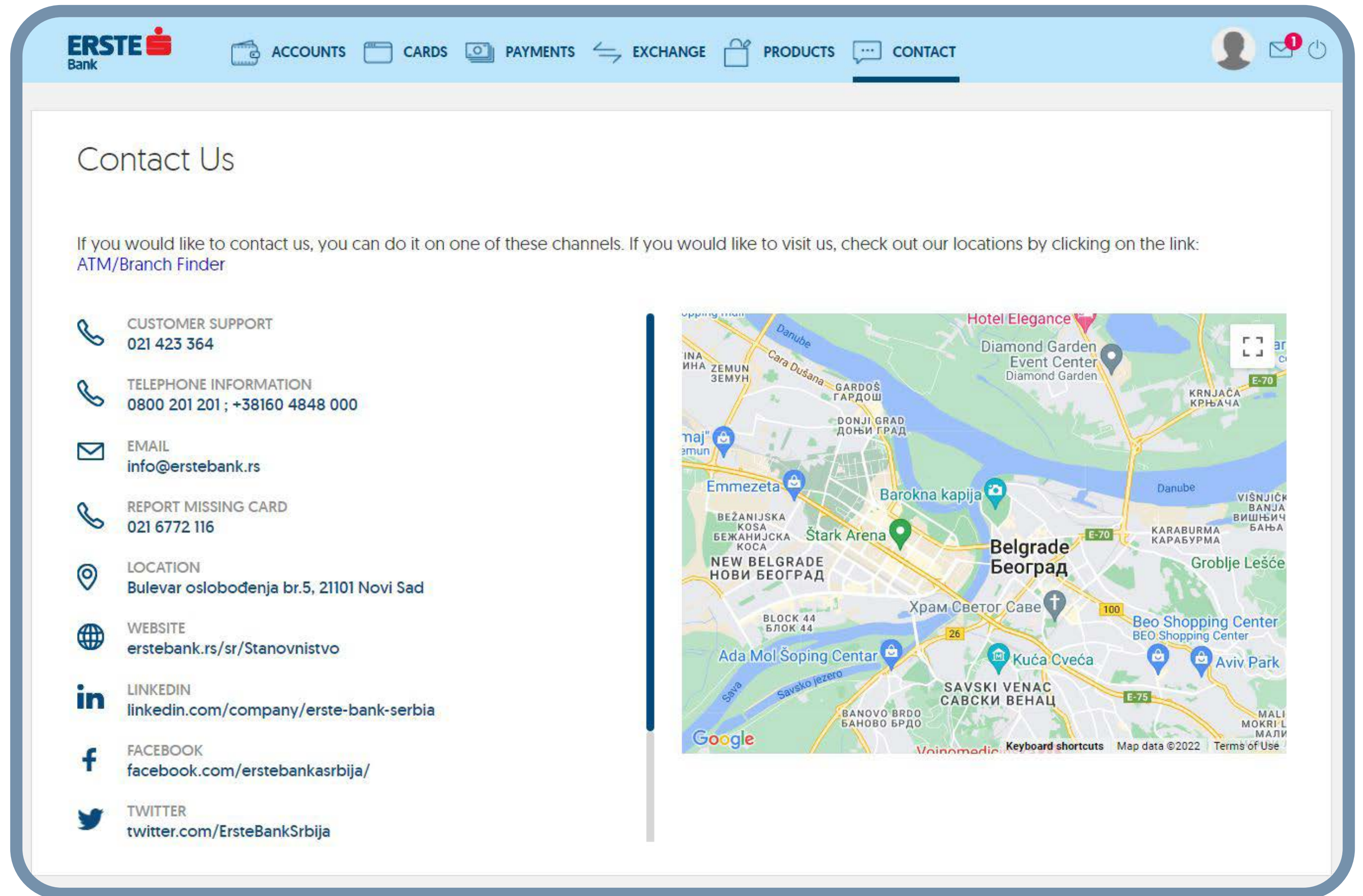
follow the Bank's posts on the Twitter,



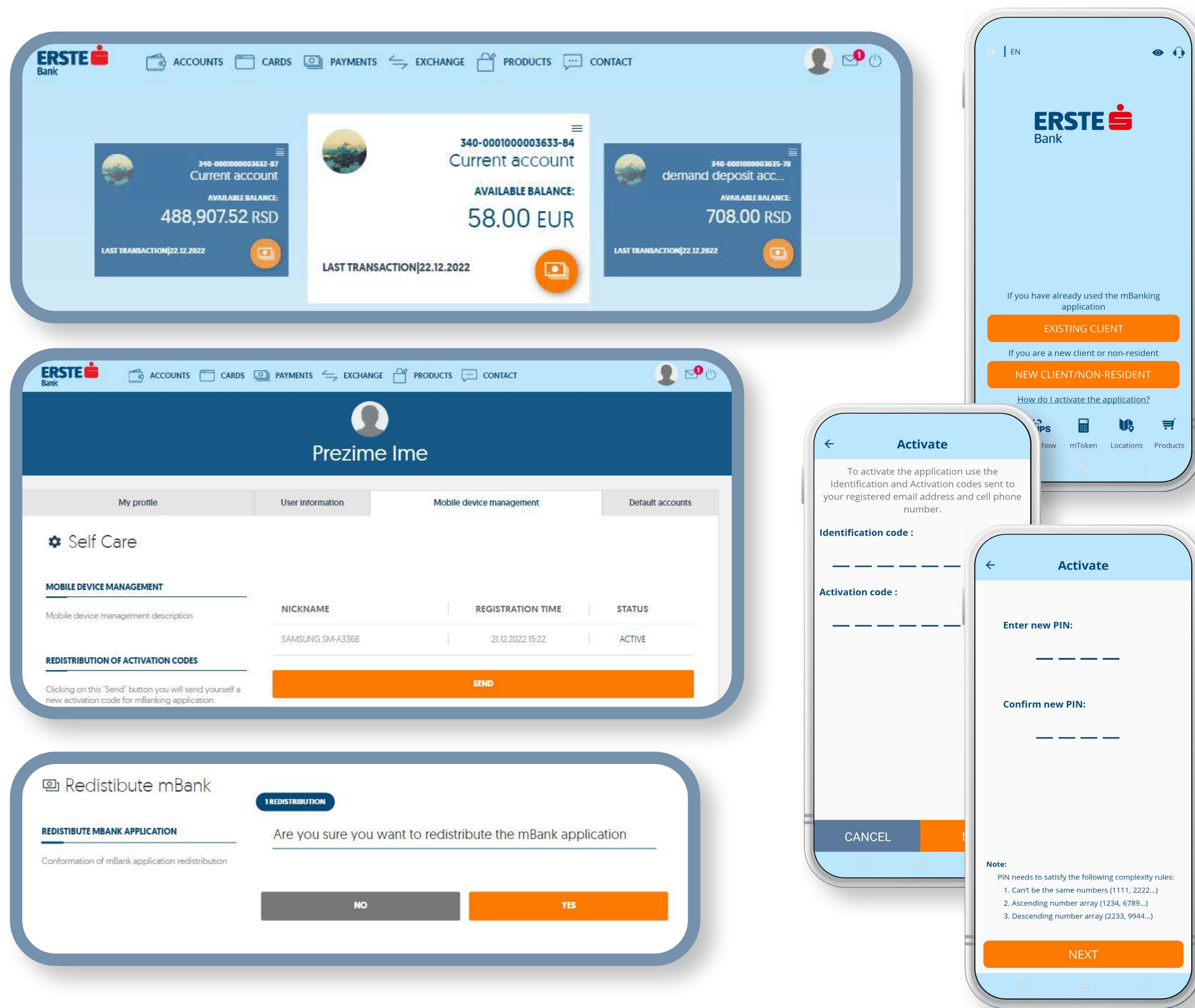
follow the Bank's posts on LinkedIn,



follow the Bank's news on Instagram.



Activate your mobile application on additional devices!



Two activation elements:



Identification
code



Activation
code

If you are the client of Erste Bank and have Erste NetBanking and activated mBanking application on at least one device, you, simply and quickly, activate mBanking application on your own through the NetBanking service, whereby there is no need to visit the Bank.

- 1 Access your Profile on the home page and then on the "Device Control" option.
- 2 In the "Device redistribution" option, click the "Send" button to send yourself the activation codes for the mBanking application. You will receive the identification code to your e-mail address and SMS message with the activation code to the mobile phone number registered in the system of the Bank.
- 3 Download Erste mBanking application from Google Play, App Store, or Huawei AppGallery Store, and install it on your mobile device. Open the application, click "New client/non-resident". In the "Identification code" box, input the identification code you have received in the e-mail, and in the "Activation code" box input the activation code you have received in the SMS to the registered mobile telephone number, and click "Activate".
- 4 Define the four-digit PIN, in accordance with the stated rules. It is not possible to define the PIN as identical four digits (e.g. 1111) and numbers in sequence (e.g. 1234 or 4321). You will use your PIN for any further login to the application and order signing. If the PIN is incorrectly input three times, the mBanking application is blocked and it is necessary to re-activate the application. Click the "Continue" box to finish the PIN definition.



Send message to the Bank and receive notices

Three types of message views:



Received



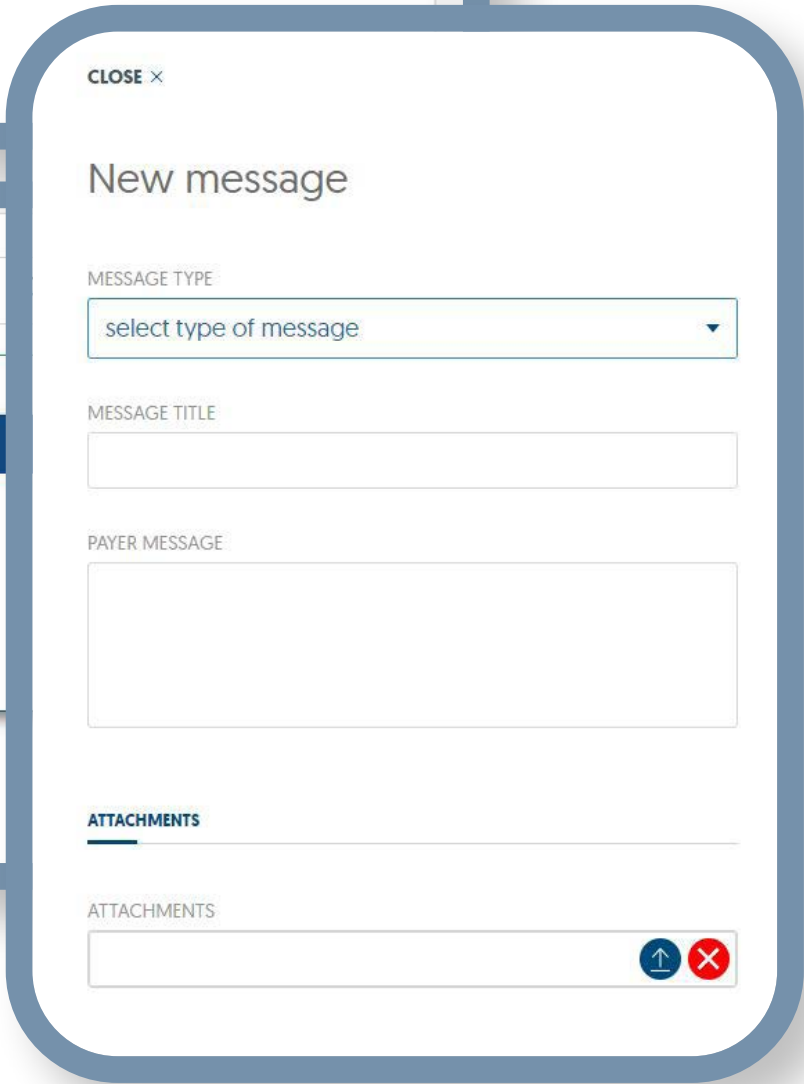
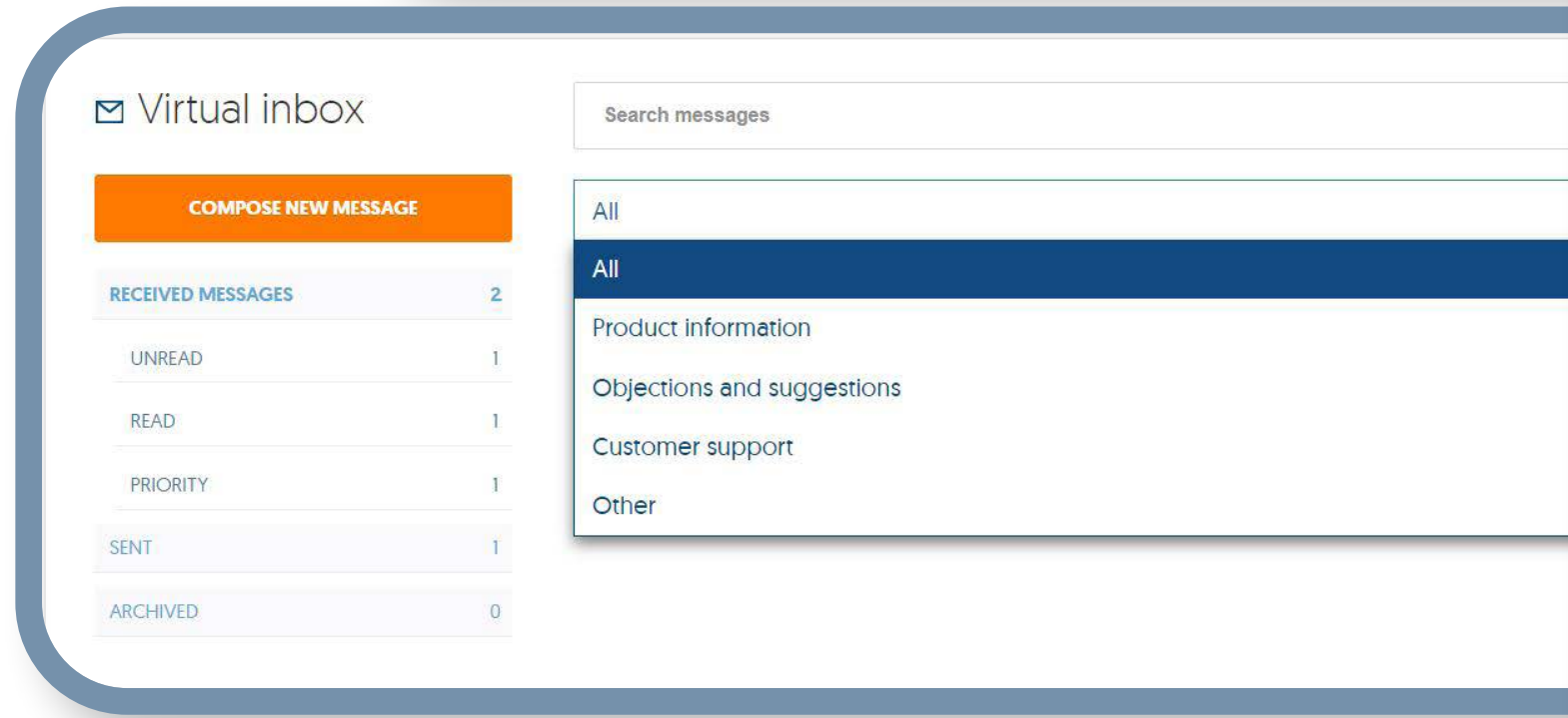
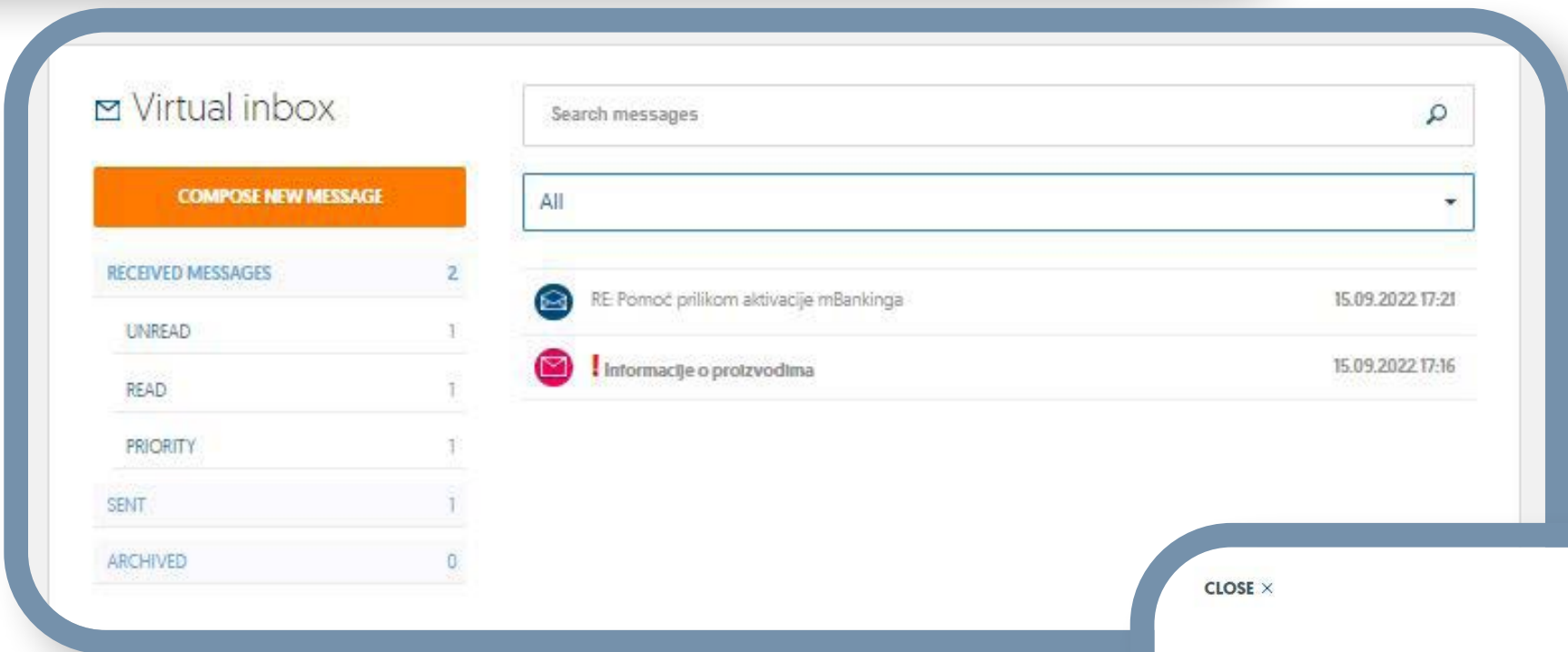
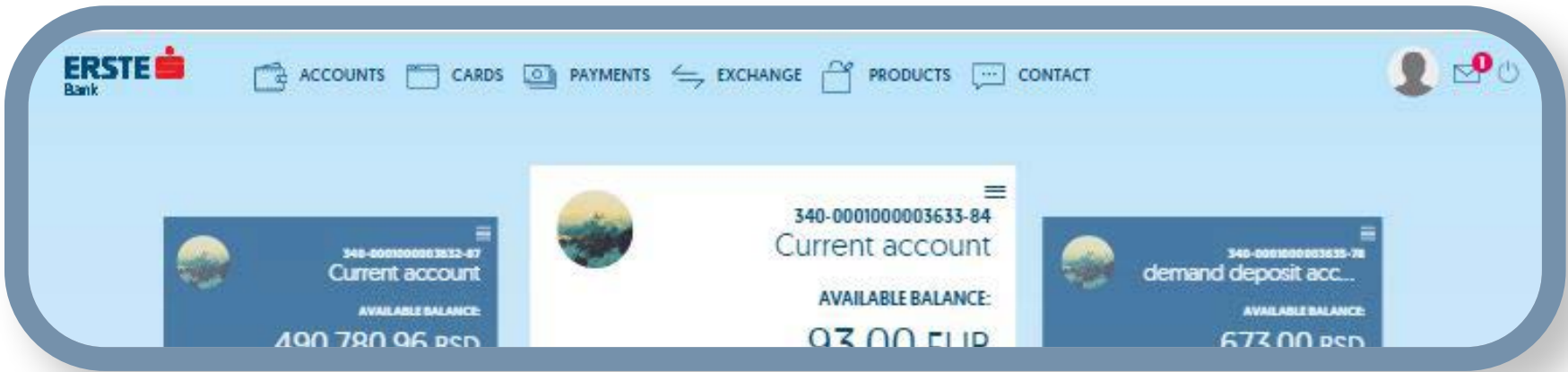
Sent



Archived

Using the “Messages” option, you can securely communicate with the bank – send your messages in two-way communication with the bank and receive notices.

- 1 Click the envelope icon in the upper right corner. When you receive urgent messages or notices from the bank, the number of the unread messages will be shown in the upper right corner until you read them.
- 2 To send a new message, click “Create message”, select the message type, fill in the message subject and text, add attachments (up to 2 MB), and click “Send message”. If you consider abandoning message sending, click “Cancel”.
- 3 Any received messages and notices from the bank are in the “Received messages” divided into 3 categories: unread, read, and important messages. Important messages are marked with red exclamation mark, while the unread messages are marked as bold. Clicking the respective message, you open the details thereof: subject, type, content, and attachments of the message, as well as the time and date of sending the message. When you open the message details, you have the option to send the answer to the bank by clicking “Answer” or archive the message by clicking “Archive”.
- 4 All messages sent to the bank are in the “Sent messages”. When you click a message from the list, you are able to view the subject, type, content, and attachments of the message, as well as the time and date of sending the message. You can also view other messages from the list clicking on “Previous” or “Next” and archive the message.
- 5 All of the archived messages are in “Archived messages”. When you click a message from the list, you are able to view the subject, type, content, and attachments of the message, as well as the time and date of sending the message. You can also view other messages from the list clicking on “Previous” or “Next” and archive the message.
- 6 You can browse all messages (received, sent, and archived) by message type or inputting certain characters in the “Message search” box. Last 10 messages appear on the screen. Clicking “Show more”, 10 new messages are shown.



View your profile!

ERSTE Bank ACCOUNTS CARDS PAYMENTS EXCHANGE PRODUCTS CONTACT

Prezime Ime

My profile User information Mobile device management Default accounts

Self Care

PERSONAL DATA

Personal data

NAME AND SURNAME Prezime Ime

CITIZENSHIP Republic of Serbia

RESIDENTIAL ADDRESS

Details of residential address

ADDRESS Ulica 1

CITY BEOGRAD (SAVSKI VENAC) 1

POSTAL CODE 11040

COUNTRY Republic of Serbia

CONTACT ADDRESS

Address group description

STREET Ulica 1, 11040, BEOGRAD (SAVSKI VENAC) 1

PHONE NUMBER

The phone number that is registered to receive SMS OTP and other notifications

PHONE NUMBER 0601234567

E-MAIL

Email address at which bank can contact you if necessary

E-MAIL ADDRESS imeprezime@mail.com

Three settings:



**User name and
password change**



**Device
control**



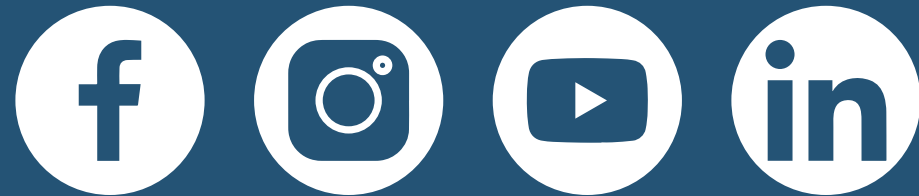
**Default
accounts**

- 1** Within “My profile”, you can view your information: name and surname, address, e-mail address and registered mobile phone number (to which you will receive one-off codes for login and signing of transactions and other notices).
- 2** Clicking “User information”, you can check the date, time, and duration of the last login to the Net-Banking application, change your user name and password, as well as change the appearance of the application home page.
- 3** “Device control” – this option shows the list of all devices registered for your user account. Activation is available on maximum 3 devices. Clicking relevant device, you can view the details on the respective device, block, change the name, or delete the device. Difference between device blocking and deletion is that a blocked device can be unblocked and used for the activation of the mBanking application, while the deleted device is permanently deleted. Device redistribution is an option through which you can send yourself new activation and identification codes for activation. The prerequisite is that you have one activated device.
- 4** “Default accounts” – you can set the account you want to be your first, pre-set account on any page in the application .
- 5** In the bottom left corner, you can, at any time, change the language which will be the default language any time you login to Erste Netbanking, until the next language change.





@ErsteBankSrbija



Erste Banka Srbija

ERSTE telephone numbers:

0800 201 201, 060 48 48 000, 021 423 364

www.erstebank.rs



ERSTE 
Bank