Finances at your fingertips
in everyday operations!

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

No matter where you are, keep track of your finances all the time and do your banking quickly, easily and safely.

Use the Erste eBiz service online 24/7 and always be first in line.

All topics are a click away:

ERSTE
Bank

Welcome to Erste eBiz!

Erste eBiz service enables:

Insight into the balance and turnover of all transaction accounts, credit cards and deposits that you have authorization for, as well as reviewing and downloading transaction account statements.

Creating payment orders in domestic and foreign payment transactions with the possibility of currency forwarding.

Sending payment orders for signing or signing already prepared orders in accordance with the authorizations.

Review of payment order (in preparation, unsigned, sent, pending, executed, rejected, revoked, posted) with the possibility of sorting and filtering the displayed list of payment orders by different criteria.

Importing payment order files for payment and signing all orders from the file as an order package.

Creating a payment order template database.

Creating a partner database and setting up a partner white list (according to which it is not necessary to additionally sign payment orders).

Activation of the mBiz mobile application without visiting the bank.

Two-way communication with the bank - sending messages and viewing notifications.

Overview of the currency exchange list.

3

Access to the Erste eBiz service is simple
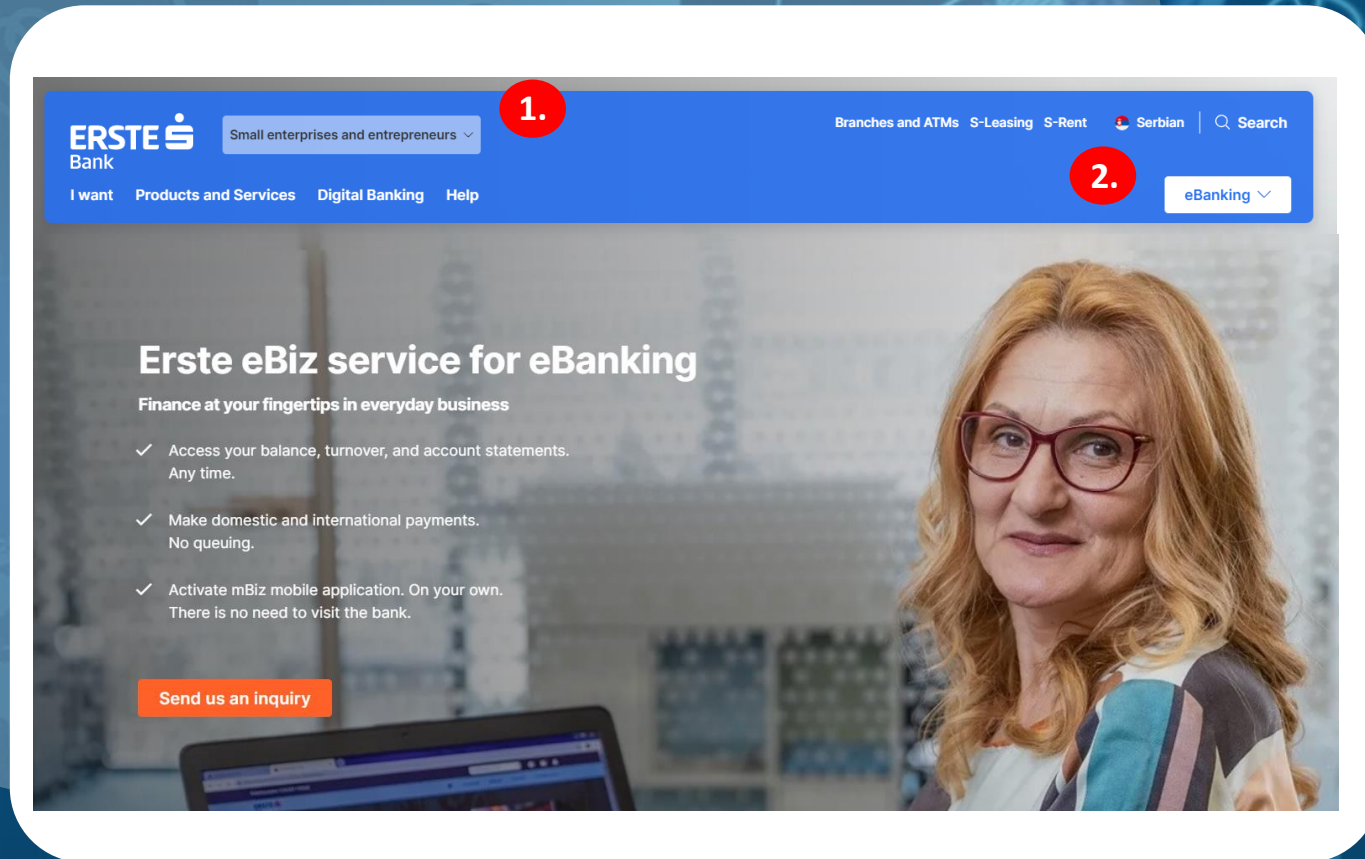
What you need for access:

Computer

Internet connection

Web Browser*

1. After logging in to use the Erste eBiz service in any Erste Bank branch and receiving user data for login, enter the Erste Bank website address in the browser: https://www.erstebank.rs.
On the front page, choose option "Small Enterprises and Entrepreneurs" or "Corporate Clients".

2. Click on the "eBanking" button. In the drop-down menu, choose option "Erste eBiz login".

minimum Internet Explorer 11, Mozilla Firefox, Chrome, Safari, under operating systems Windows, Mac OS

Easy, fast and safe login

Two method for logging in:

Username, password and SMS code

Qualified certificate and password

On the login page, select the method of logging in to Erste eBiz. The are two methods of logging in (use only one or both):

1. Option **"Password"** - through the selection of this option, you log in to the application by entering your username, password and one-time SMS code, which you will receive on the registered mobile telephone number.
With this method of logging in, payment orders are signed with a one-time code, which you receive in an SMS message sent to the registered mobile telephone number.

2. Option **"Certificate"** - through the selection of this option, you log in to the application via a qualified certificate and password. A qualified certificate is issued by Halcom a.d.

If you already possess a qualified certificate, you can use it to log in to the application. With this method of logging in, payment orders are signed with a qualified certificate (by entering a PIN).

3. On the main login page, you may choose whether you want to use the application in Serbian ("Srpski") or English ("English") language.

Login with username and password
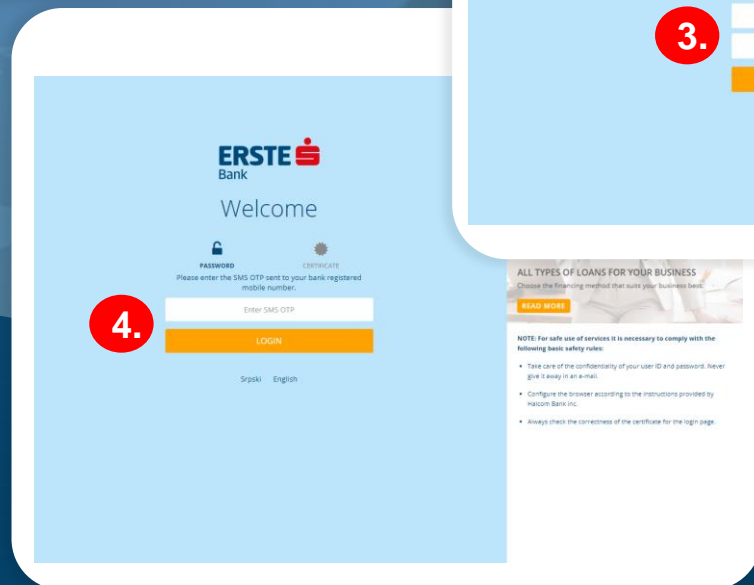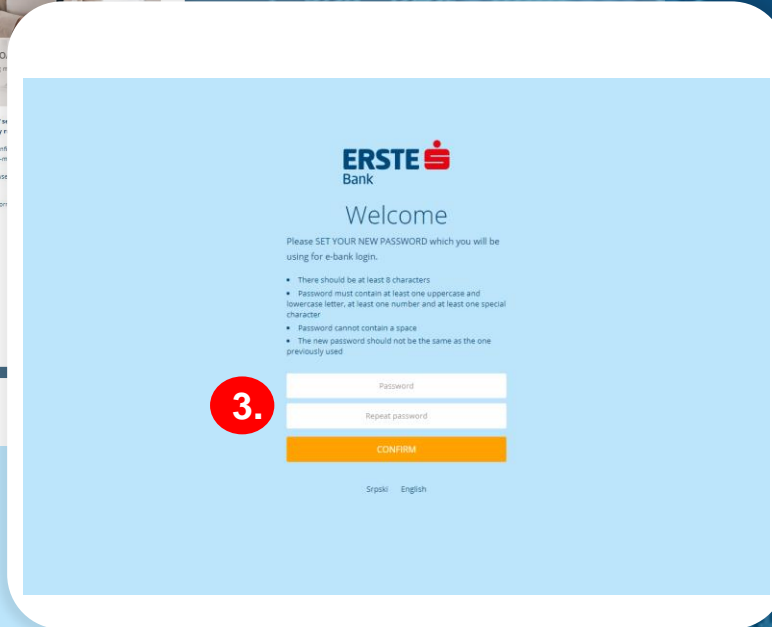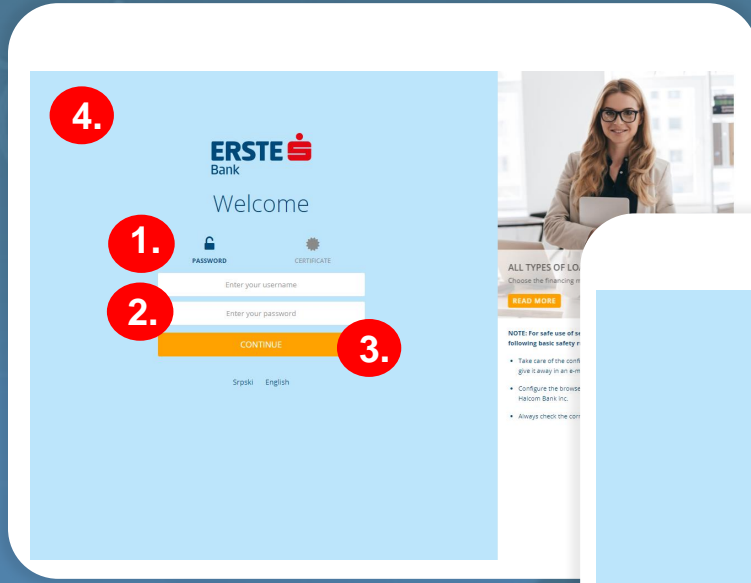
Three login details:

Username   **Password**   **One-time SMS code**

After logging in for the use of the Erste eBiz service in any Erste Bank branch, you will receive a username in a message sent to your registered e-mail address. In an SMS message sent to the registered telephone number, you will receive a password, which is valid for 72 hours.

1. On the main login page, choose option **"Password"**.

2. In the "Enter your user name" field, enter the username you received via e-mail, and in the "Enter your password" field, enter the password you received in the SMS message (e.g. *oFxxx94j* without a dot at the end).

3. By clicking "Continue", a screen opens where it is necessary to change the password that you received to your unique password, in accordance with the specified rules, and which you will use to further access the application. Password may not be shorter than 8 characters and it must contain one uppercase and lowercase letter, one number and a special character (it may not contain a space). Enter a new password in the "Password" field, and then enter it in the "Repeat password" field. Click "Confirm". The password change is only necessary at the first login.

4. After changing the initial password, the main login screen opens. Enter your username in the "Username" field, and enter the new password you created in the "Password" field. By clicking on "Continue", on the next screen it is necessary to enter a one-time login code, which you will receive on the registered mobile telephone number. Click "Login". For each future login, use the password that you created and you will receive a one-time code in an SMS message.
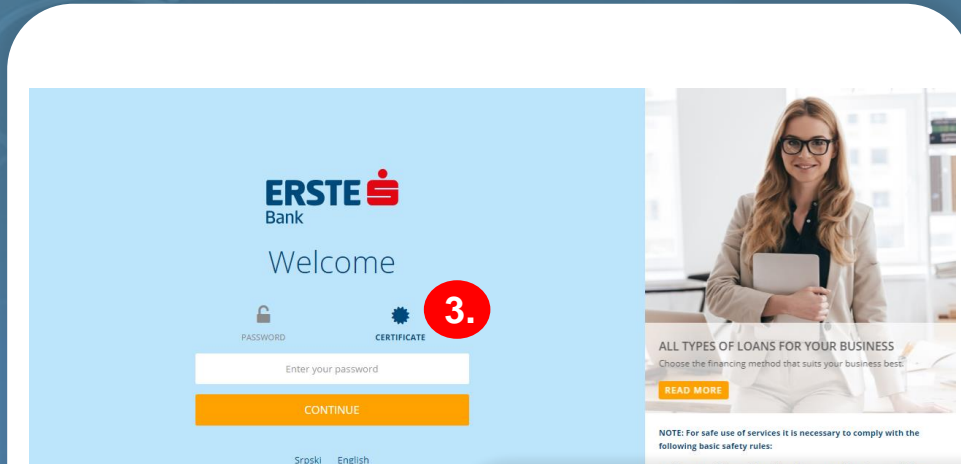
Login with a qualified certificate

Two login details:

Qualified certificate with PIN **Password**

After logging in for the use of the Erste eBiz service in any Erste Bank branch and upon creation of a qualified certificate by Halcom a.d., you may come for the qualified certificate to the branch. If you already possess the respective certificate, after logging in to use the Erste eBiz service, you may use it to log in to the service (with a password that you create yourself when you first log in to the application).
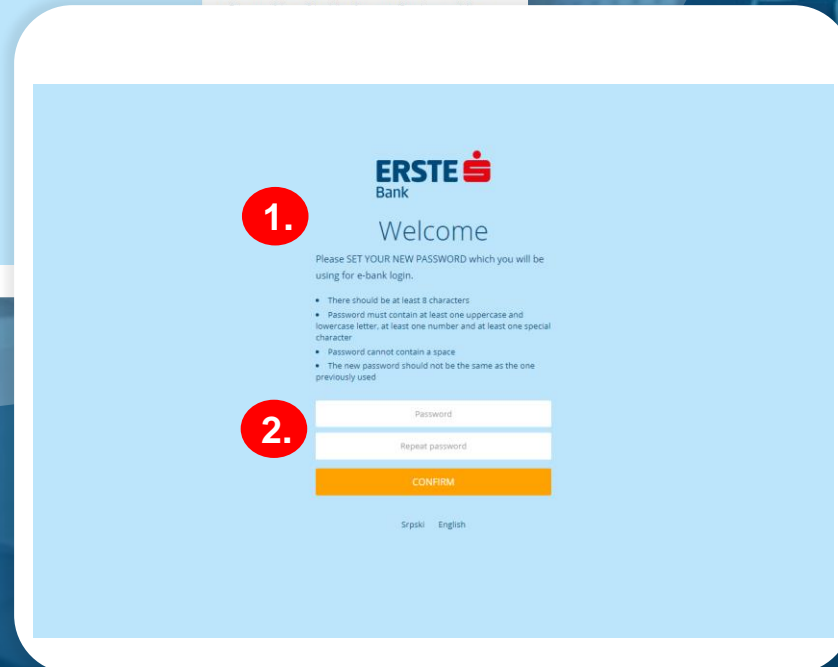
1. Insert the certificate into the computer, and enter the certificate PIN. Open the link to log in to Erste eBiz and create a password that you will use for future logins with a qualified certificate.

2. After creating your password in the "Password" field in accordance with the respective rules, enter it in the "Repeat password" field. Click "Confirm". Creating a password is required only at the first log in to the application with a qualified certificate.
If you have previously logged in to the application with a username and password, when you first log in with a qualified certificate, it is not necessary to create a new password, but use the same password as when logging in with a username.

3. After creating the password, the main login screen opens. Click on the "Certificate" option. In the "Password" field, enter the password you have created (or the one you used when logging in with a username) and click "Continue".

Welcome to the homepage!
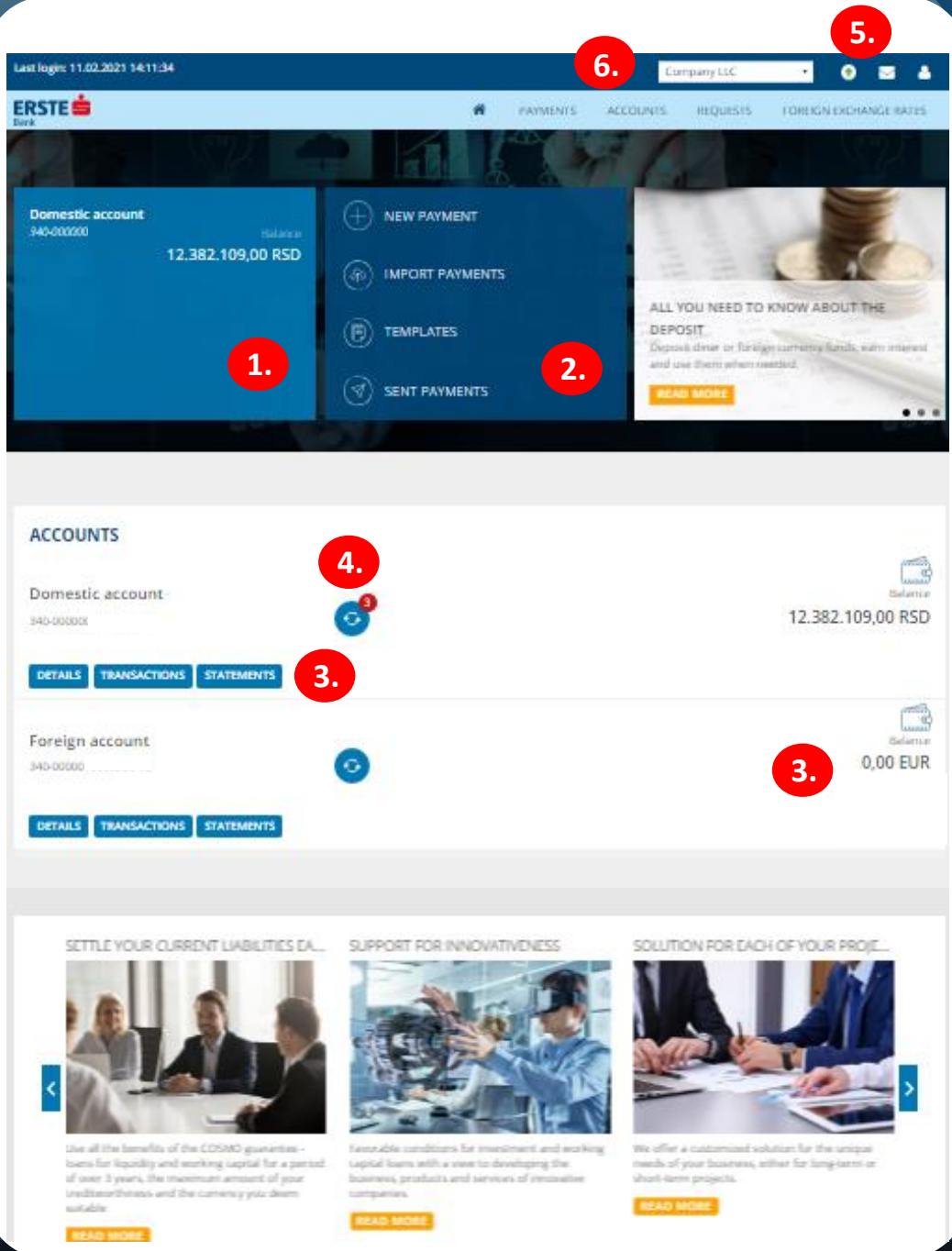
After successful login, the Erste eBiz homepage opens where you may:

1. View the current balance of the main account (if you have more than one account, the balance of the account designated as the main one will be displayed). The process of setting up an account as the main account is described on the next page.

2. Use shortcuts that enable quick access to commonly used functionality:
- "New payment" - for creating a new payment order quickly,
- "Import payments" - for importing a payment order file in domestic payment transactions,
- "Templates" - for creating a payment order based on a previously filled payment template and
- "Sent payments" - for viewing all the orders that you have sent to the bank for processing.

3. View the current balance, details and turnover of all transaction accounts, credit cards and deposits for which you have authorization, as well as downloading transaction account statements for the desired period. The home page will display all the accounts you have authorization for. In account details, you may remove the display of specific accounts from the homepage.

4. Use a shortcut to quickly view unsigned orders. If you are authorized for signing and you receive new orders for signing, the shortcut will receive a designation with the number of how many payment orders need to be signed. You can hover over the shortcut to see its name and meaning.

5. Check whether payment order files exist that are being processed and cancel them if necessary, review messages, notifications and electronic requests sent/received by the bank, as well as user data and data of the entrepreneur/legal entity of which you are a trustee.

6. If you have authorization to use the Erste eBiz 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.

Home page setup
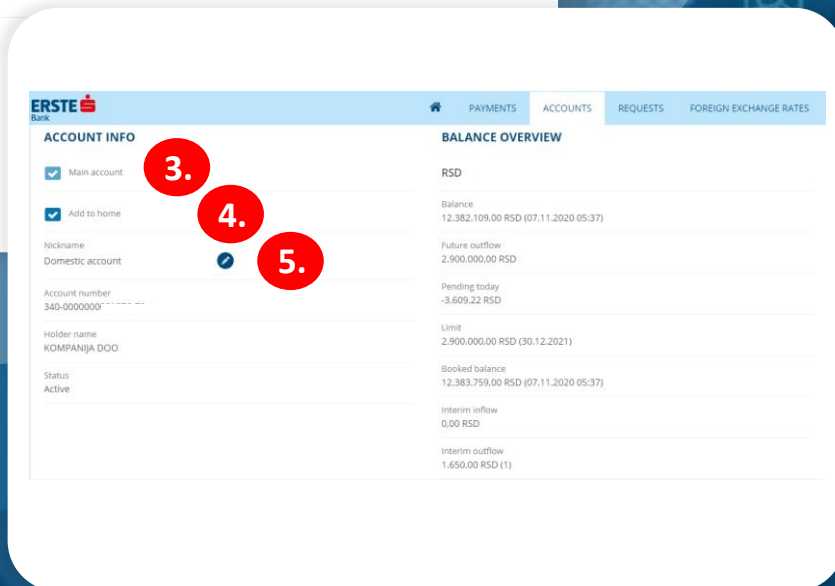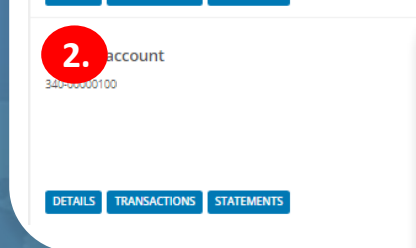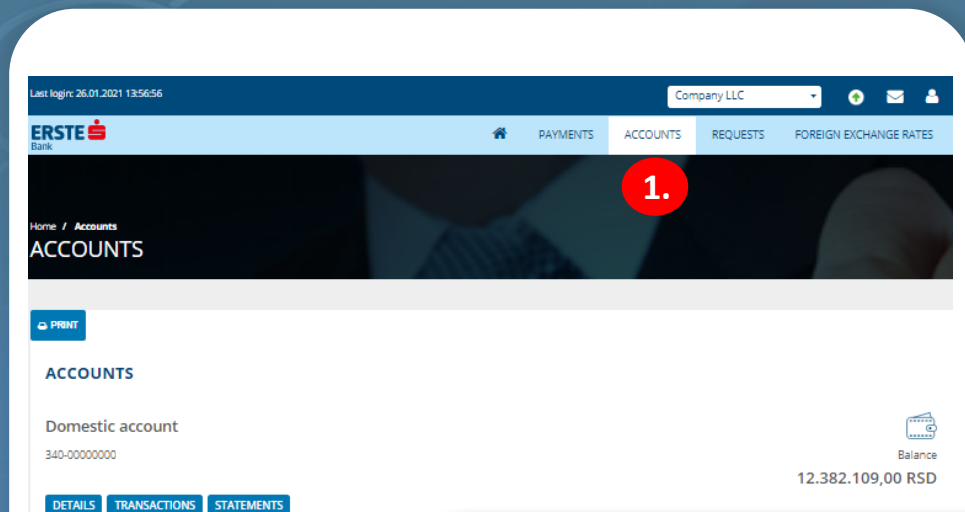
Three settings:

Main account   **Account that will be displayed**   **Account name**

After the first login to the application, it is necessary to set up the main account (if you have several), display of the account on the home page, as well as rename all account names (to RSD account, FX account, credit card, deposit).

1. Click on the "Accounts" option in the main menu.

2. Click the "Details" option for the account you want to set as the main one, or which you want to set that it does not to appear on the home page, or whose name you want to change.

3. If you have several accounts, it is necessary to set the one that will be displayed as the main account on the home page. Select the "Main Account" option. This setting can be changed. The main account is automatically displayed as the account from which payments are made when creating a payment order.

4. If you do not want a that particular account appear on your homepage, turn off the "Add to Home" option. If you want a particular account to appear on the homepage again, choose the "Add to Home" option. After the first application login, all accounts on the home page will be displayed automatically.

5. After the first login to the application, all accounts should be renamed. In the account details, click on the current account name and enter a new one. Click on an empty space outside the account name and you will receive a message that the name has been changed successfully. The changed name is visible only on your homepage, not with all the authorized persons of the same entrepreneur/legal entity.

Insight into the balance, turnover and statements of accounts

Balance and details **Transactions** **Statements**

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.

1. Click on the "Accounts" option in the main menu and view the balance of all transaction accounts, credit cards and deposits for which you are authorized. For FX accounts, balances are shown in all currencies. Accounts are grouped by account type. Accounts within the same type are sorted by name, and within the same name, they are sorted by account number. For each account, you can view the details, turnover and statements by clicking the appropriate option. You can print an accounts list.

2. By clicking on the "Details" option, detailed data and overview of the balance on the selected account are displayed. 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). With the "Account info card" option, you can print account information and forward it to a business partner to pay the order in favor of your account. To see the details of other accounts, switch the account from the drop-down list at the top of the page.

3. By clicking on the "Transactions" option and choosing the "Booked" option, you can view the history of all transactions for the selected account. The amounts of transactions in favor are colored green. Rejected transactions are displayed by selecting the option "Rejected/Cancelled", their status is shown in red and they are not included in the account balance, and the reason for rejection is visible in the transaction details. By selecting the "Awaiting" option, all pending transactions may be viewed. To see the transactions of other accounts, change the account from the drop-down list at the top of the page. You may search all transactions according to different criteria within the filter and sort the data in all columns in the table.

4. By clicking on "Actions" in the line of the appropriate transaction in the table, you may view the details of the transaction or open a transaction in the form of a payment order (only if sent via Erste eBiz) where the order may be duplicated and you may issue a new one, save the order as a template for payment and register the recipient (put on the white list). By selecting several transactions in the table, you can print a list of transactions or export them in the selected format (Excel, PDF). To select all transactions, check the box at the top of the table, in the upper left corner.

5. List of statements may be viewed by clicking on the "Statements" option. By clicking on "Actions" in the appropriate line, then on "Download", you may download the appropriate statement in Excel, PDF, CSV format for review or external use.

Payments in domestic payment transactions

Prepare → **Sign** → **Send**

1. In the main menu, select the "Payments" option, then the "New payment" option, or select shortcut "New payment" on the homepage.

2. In the drop-down menu, select the type of payment, or whether you want to pay with a payment order or a compensation order. Pay from a pre-prepared payment template by selecting a template from the drop-down menu.

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

4. Enter recipient data (name, address, city and account). If you have already made a payment to the same recipient or entered the recipient in the partner database, when entering the name in the "Name" field, a drop-down menu will open where you can select the recipient, and other data on the recipient 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 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" option.

5. After filling in all the elements, click on the "Next" option. If you are not authorized for signing, but only for preparing the order, or if you wish to sign various orders together, click on the "Submit for authorization" option.

6. After clicking "Next", check the information entered in the payment order and in case changes are necessary, click on the "Edit" option. If the data is entered correctly, click "Pay".

7. You will receive an SMS with a one-time code to the registered mobile telephone number. Enter the code in the payment authorization screen, click "Apply", after which the order is sent to the bank for processing. If you have logged in to the application with a certificate, the account is signed with a PIN. If the recipient is authorized and is on the white list, signing with an SMS with a one-time code or PIN will not be necessary, but the order will be forwarded to the bank for processing immediately upon clicking "Pay".

8. 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. You can also put a recipient on the white list by selecting the "Save Partner as authorized" option, as well as create a new payment order by selecting the "New Payment" option.

Payments with general transfer

Prepare → **Sign** → **Send**

1. In the main menu, select the "Payments" option, then the "New payment" option, or select shortcut "New payment" on the homepage.

2. In the drop-down menu, select the "General transfer" payment type or pay from the already prepared payment template, by selecting the template from the drop-down menu.

3. Payer information is automatically filled. Select the account from which you want to make the payment. It is also necessary to select the currency and amount with which you want to make the payment in the "Coverage currency" field. In the "Purpose of payment" field, you need to indicate the reason for the payment, the reference field is optional.

4. Enter recipient information (name, address, city and account). If you have already made a payment to the same recipient or entered the recipient in the partner database, when entering the name in the "Name of the recipient" field, a drop-down menu will open in which you can select the recipient and other information about the recipient will be filled in automatically. In the "Currency to benefit" field, you need to choose the currency and amount in which you want the recipient to receive the transaction. The recipient's account is entered without spaces and hyphens, all together. Select a payment code from the drop-down menu and enter the desired amount. Enter Model 97 or leave blank if payment is not Model 97. Enter the reference number and purpose of payment below. If you want the transaction to be executed on a certain date in the future, enter the desired date in the "Execution date" field.

5. After filling all the elements, click on the "Continue" option. If you are not authorized to sign, but only to prepare the order, or if you want to sign several orders together, click on the "Send for signature" option.

6. After clicking on "Continue", check the entered data in the payment order and in case changes are needed, click on the "Edit" option. If the data is entered correctly, click "Pay".

7. You will receive an SMS with a one-time code on the registered mobile phone number. Enter the code in the payment authorization screen, click "Send", after which the order is sent to the bank for processing. If you signed in to the application with a certificate, you sign the account with a PIN. If the recipient is authorized and is on the white list, signing the SMS with a one-time code or PIN will not be necessary, but the order will be forwarded to the bank for processing immediately after clicking on "Pay".

8. After sending the payment order to the bank for processing, you can save the payment order as a template for future payments to the same recipient by selecting the "Save as template" option. You can also whitelist a recipient by selecting the "Register Recipient" option and create a new account by selecting the "New Account" option

Payments in foreign payment transactions

Prepare → **Sign** → **Send**

1. In the main menu, select the "Payments" option, then the "New payment" option, or select shortcut "New payment" on the homepage.

2. In the drop-down menu, select the "Foreign payment" payment type or pay from the already prepared payment template, by selecting the template from the drop-down menu.

3. 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.

4. Enter the recipient data from the instruction you received from your foreign partner. If you have already made a payment to the same recipient or entered the recipient in the partner database, when entering the name in the "Name" field, a drop-down menu will open where you can select the recipient, and other data on the recipient 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.

5. 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.

6. 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. After filling in, you need to confirm the entry by clicking on the "Add" button. In such a way you can also add more rows when paying multiple invoices.

7. After filling in all the elements, click on the "Next" option. If you are not authorized for signing, but only for preparing the order, or if you wish to sign various orders together, click on the "Submit for authorization" option. After clicking "Next", check the information entered in the payment order and in case changes are necessary, click on the "Edit" option. If the data is entered correctly, click "Pay".

8. You will receive an SMS with a one-time code to the registered mobile telephone number. Enter the code in the payment authorization screen, click "Apply", after which the order is sent to the bank for processing. If you have logged in to the application with a certificate, the account is signed with a PIN. If the recipient is authorized and is on the white list, signing with an SMS one-time code or PIN will not be necessary, but the order will be forwarded to the bank for processing immediately upon clicking option "Pay".

9. 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. You can also put a recipient on the white list by selecting the "Save Partner as authorized" option, as well as create a new payment order by selecting the "New Payment" option.

Multisigning

Prepare → **Sign** → **Send**

If you have the agreed possibility of collective signing, each payment order (order in the domestic payment system, order for foreign or general payment) after filling out and before sending to the bank for processing can be signed (verified) in the following several ways:

1. If you are the first signatory, you can sign (authorize) the order without the approval of other persons (by clicking on "Continue") with whom you have a collective signing agreement, also as the first signatory, all other persons cannot sign (authorize) the order without your approval, but if necessary, you can send it to another person for signature by clicking "Send for signature". You can save the account in preparation if you select the option "Save and create a new one" or "Save".

2. If you are the first or second left/right signatory, you are allowed to enter and prepare the order, but you must send it for signing (authorization) to the person authorized to sign and final authorization of the order (first signatory) by clicking on "Save and create a new one" or "Save".

3. When the order is sent to be signed by another person in both cases (whether you are the first signer or the first/second left/right signer), the order automatically goes to the "Unsigned Packages" section where it awaits further action. In the account status field, you can track the status of the account. In the case when you are authorized to be the first signatory, the orders located in the "Unsigned packages" section, when you click on "Actions", you have the option to immediately sign the order and send it to the bank for processing, to modify the order or to return it to preparation if it is it is necessary.

4. You will receive an SMS with a one-time code on the registered mobile phone number. Enter the code in the payment authorization screen, click "Send", after which the order is sent to the bank for processing. If you signed in to the application with a certificate, you sign the account with a PIN. If the recipient is authorized and is on the white list, signing the SMS with a one-time code or PIN will not be necessary, but the order will be forwarded to the bank for processing immediately after clicking on the "Pay" option.

5. After sending the payment order to the bank for processing, you can save the payment order as a template for future payments to the same recipient by selecting the "Save as template" option. You can also whitelist a recipient by selecting the "Register Recipient" option and create a new account by selecting the "New Account" option.

Quick payment - with a payment template

Three steps to pay from a template:

Create → **Change** → **Pay**
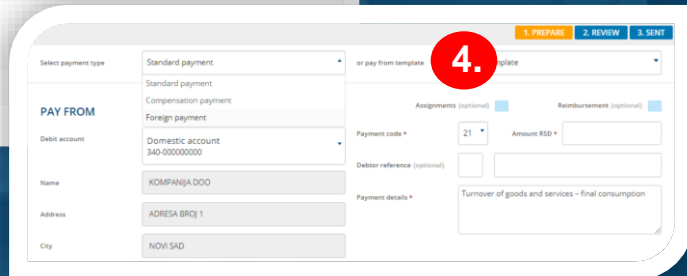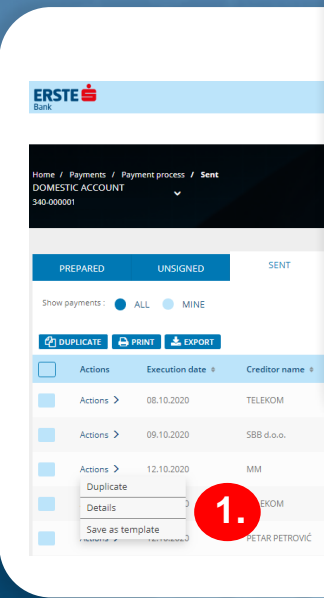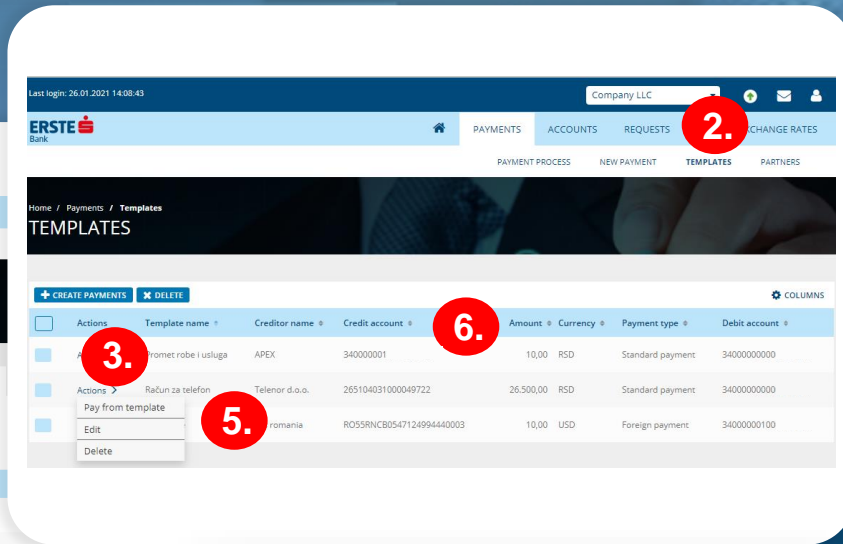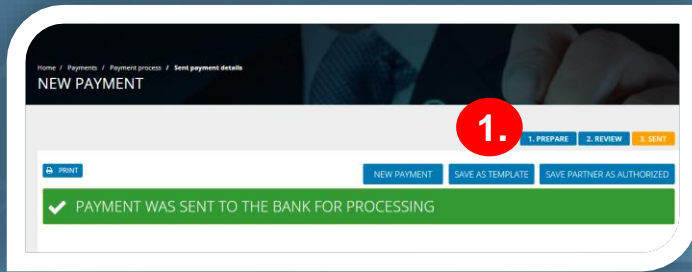
1. Each payment order, after being sent to the bank for processing, may be saved as a template for future payments to the same recipient by selecting the "Save as template" option. Templates can also be created in the table of sent orders, through the "Actions" option for the corresponding order, by selecting the "Save as template" option in the drop-down menu.

2. To view all saved payment templates, click "Payments" in the main menu, then "Templates" or the shortcut "Templates" on the homepage.

3. You can make a payment based on a template through the option "Pay from template" in the drop-down menu, which is contained within the "Actions" option. By selecting multiple payment templates in the table and selecting the "Create payments" option, you can simultaneously create multiple payment orders. Prior to sending the order, a screen opens where you should select the account to which the selected payment orders will be debited.

4. You can make a payment based on a template in the first step of creating a new payment order. In the drop-down menu, you can select a payment template based on which a new payment order will be created.

5. Each payment template may be edited or deleted by clicking on the "Edit" or "Delete" option in the drop-down menu, within the "Actions" option for the corresponding template in the table.

6. Data on all payment order templates in the table may be sorted in all columns.

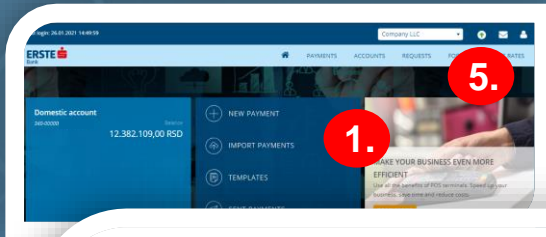# Payment order import

**Prepare the file** → **Modify the debit account** → **Import**

Creation and sending of various payment orders at once in the domestic payment transactions may be performed by creating and loading an appropriate file to the Erste eBiz application.
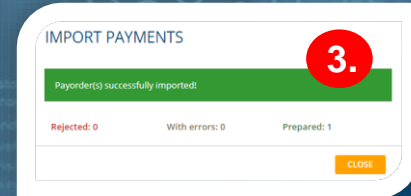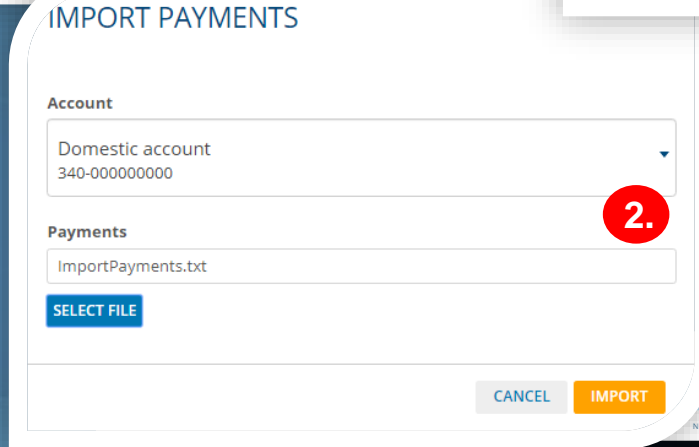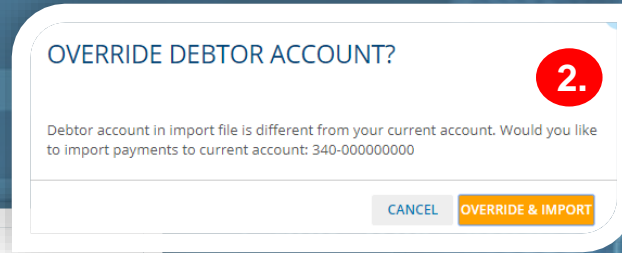
1. In order to load a payment order file to your system, click on the "Import payments" option on the homepage or click on "Payments" in the main menu, then the "Import payments" option above the displayed payment table.

2. Select the account from which you want to pay the imported orders. Click "Select File" and attach the file in the adequate format from your computer, then click "Import". If the selected account differs from the debit account in the file, you will receive a message where you will click "Override and import" to import orders from the file to the debit of the selected account (instead of the account specified in the file).
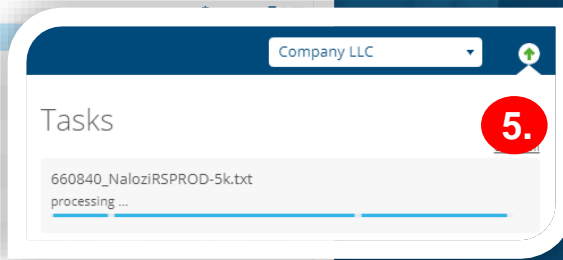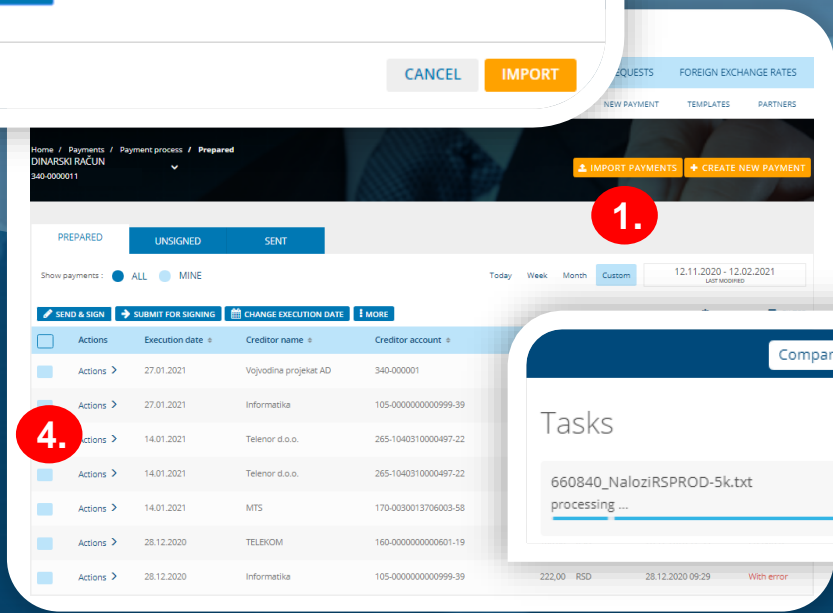
3. After importing the file, you will receive a message that the file was successfully imported into the system, with information on how many orders from the file were rejected and contain an error, and how many orders were successfully prepared.

4. Imported payment orders are placed in a table with orders in preparation, which may be sent for signing or which may be signed and sent to the bank (in accordance with the authorizations), as described on the next page.

5. If the file contains a large number of orders, a certain amount of time will be necessary for processing. All files waiting to be processed may be checked within the account import icon in the upper right corner, where the file may be deleted before it is processed and imported into the system.

Payment overview

Prepared   **Unsigned**   **Sent**

All prepared orders sent for signing or to the bank for processing may be viewed in detail in the "Payments" section, and after processing also in the "Transactions" section, where you will see whether the order has been executed or possibly rejected.

1. Click the "Payments process" option in the main menu or the "Sent payments" shortcut on the homepage.

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). The order in preparation in the table may be sent for signing, changed or deleted, using the options in the drop-down menu, which opens by clicking on "Action" for the appropriate order. After selecting more than one order in the table, the options above the table may be used to send them all for signing at once (if you are not authorized to sign) or sign and send to the bank for processing (if you are also authorized to sign), change the execution date and payer's account, as well as delete the selected orders. In the "Status" column, you may check whether the order has been 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 the authorization for signing, you may sign an unsigned order in the table and send it to the bank for processing, view it in detail, return to preparation if a correction is necessary, change the execution date before signing and delete it using the options in the drop-down menu within the "Action" option for the appropriate order. By selecting multiple orders and clicking on the "Pay" option, you sign several orders in a package with a single one-time SMS code and send it to the bank for processing. In the "Status" column, you may check whether the order has been 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. You can view the order in the table in detail, create a template for future payments or duplicate (a new same payment order will be created in the order table in preparation) using the options in the drop-down menu that opens by clicking "Action" on the appropriate order. By selecting multiple orders in the table, multiple orders may be duplicated at once. In the "Status" column, you can check whether the order has been successfully executed (a statement has been created), booked, rejected, revoked or is awaiting processing by the bank.

5. You can search all payment orders according to different criteria within the filter and sort the data in the tables in all columns.

# Partner base and whitelisting

## Two partner/recipient statuses:

Authorized (whitelisted)

Unauthorized (not whitelisted)

You can enter each partner/recipient in the partner database and put them on the white list. Putting on the white list requires authorization of added data and partner accounts via a one-time SMS code or PIN. Payment orders on behalf of the partner/recipient on the white list do not need to be additionally signed.
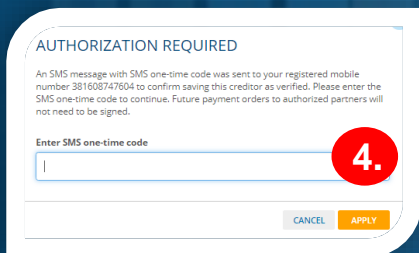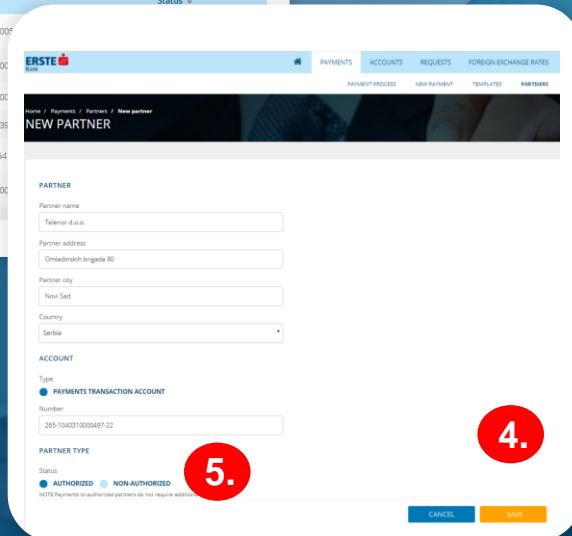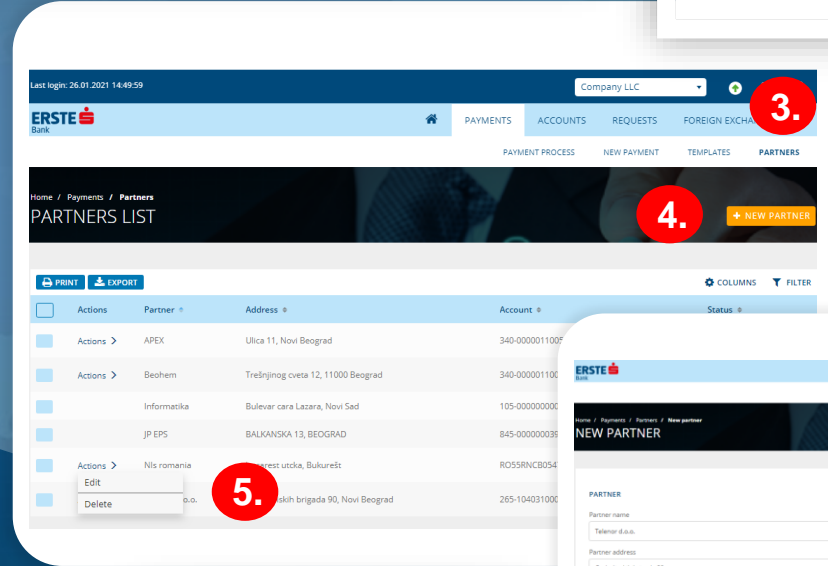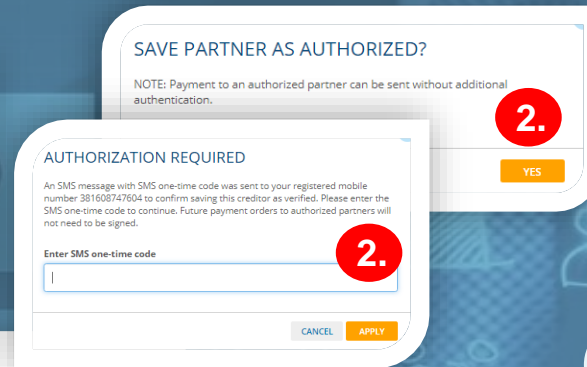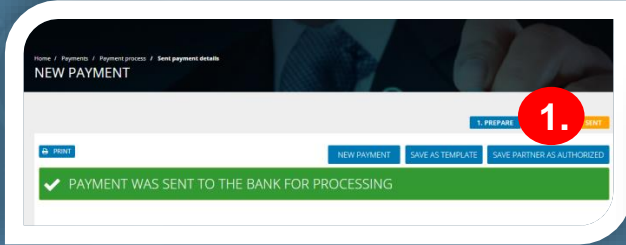
1. After creating a payment order and entering a new recipient (or a recipient who already exists in the partner database but is not on the white list), after signing the order with a one-time SMS code or PIN (in case login is with a certificate) and successfully sending it to the bank for processing, you can put the recipient on the white list through the „Save Partner as authorized" option.

2. After clicking on "Save Partner as authorized" in the last step of sending a payment order, you will receive a message asking if you want to register the recipient on the white list. Click on "Yes" and then enter a one-time code that you will receive in an SMS message to the registered mobile telephone number, then click "Apply". If you signed in to the application with a certificate, enter the PIN. You will receive a message that you have successfully registered the recipient (placed the recipient on the white list).

3. All partners or recipients to whom you have made a payment, can be found automatically in the partner database by clicking on "Payments", then "Partners" in the main menu. All partners have the status "Non-authorized" if they are not further authorized with a one-time SMS code or PIN and put on the white list. Each payment order on favor of unauthorized partners needs to be signed with a one-time code or PIN.

4. You can enter a partner in whose favor you have not made payments yet in the database by clicking on "New partner". Add partner information: name, address, city, state and account number and select whether you want to save the partner as unauthorized or authorized (you want to put it on the white list immediately) and click "Save". If you select the status "authorized", after "Save", on the next screen, enter the one-time code for the authorization of the partner, which you will receive in an SMS message sent to the registered telephone number. If you have signed in to the application with a certificate, you need to enter a PIN.

5. You can change the status regarding whether a partner is on the white list (authorized) or not (non-authorized) in the database by clicking on the "Edit" option in the drop-down menu within the "Actions" option with the partner whose status you want to change. If you want to authorize a partner who was previously saved as unauthorized in the database, after changing the status and clicking "Save", it is necessary to confirm the change with a one-time code or PIN. The same applies if you subsequently change name or account with an authorized partner. Each partner in the database may be deleted via the "Delete" option in the drop-down menu under the "Actions" option.

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.
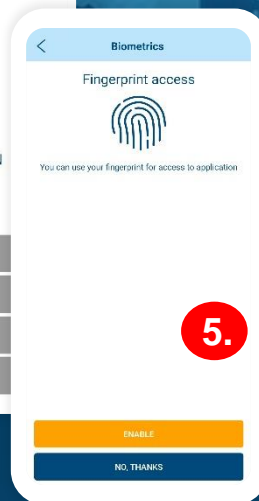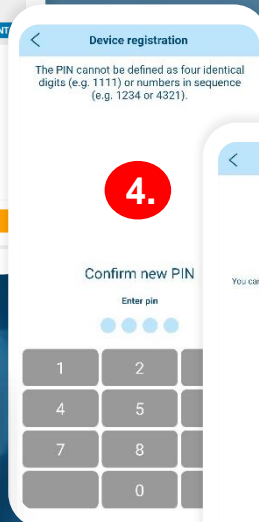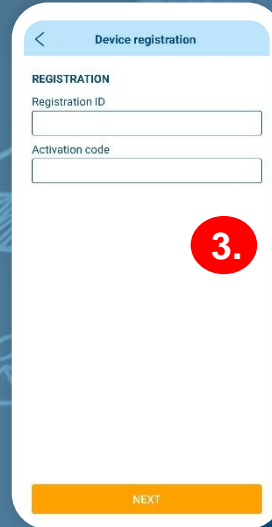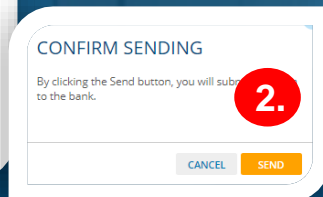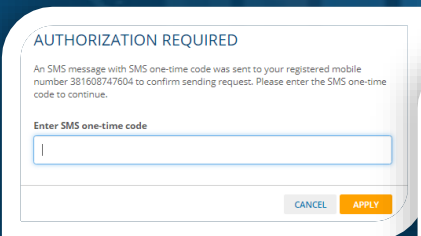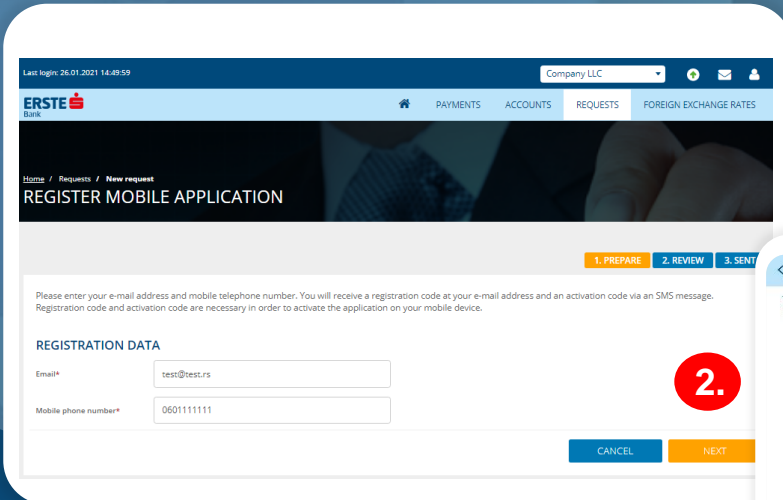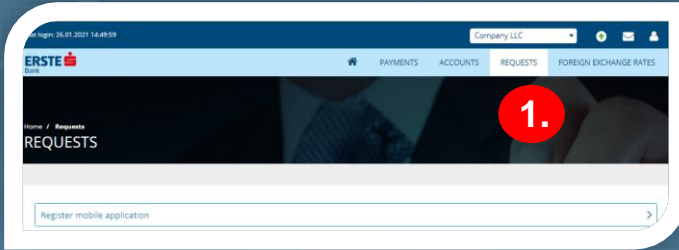
Send a message to the bank and receive notifications
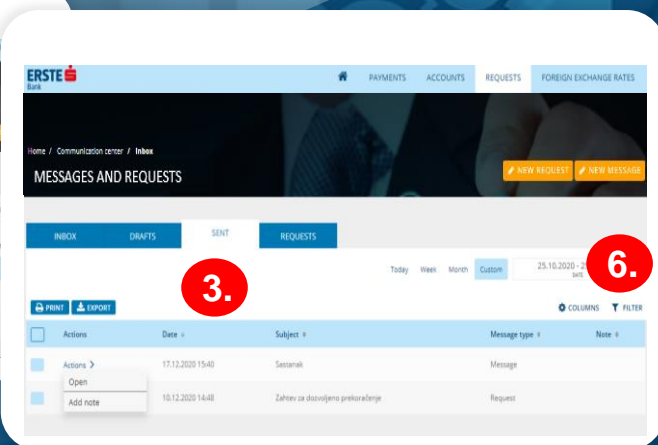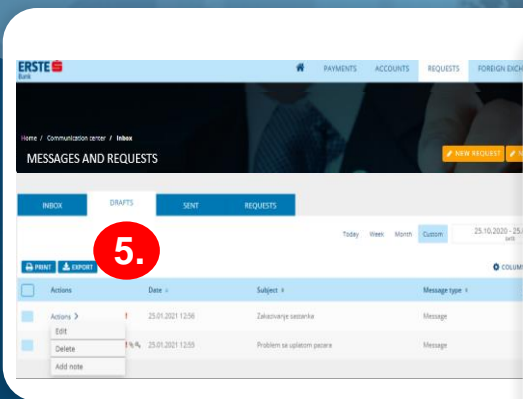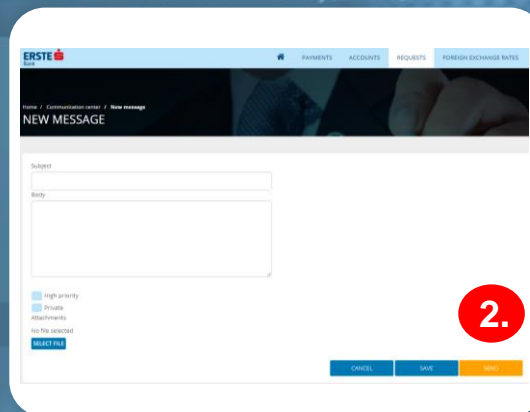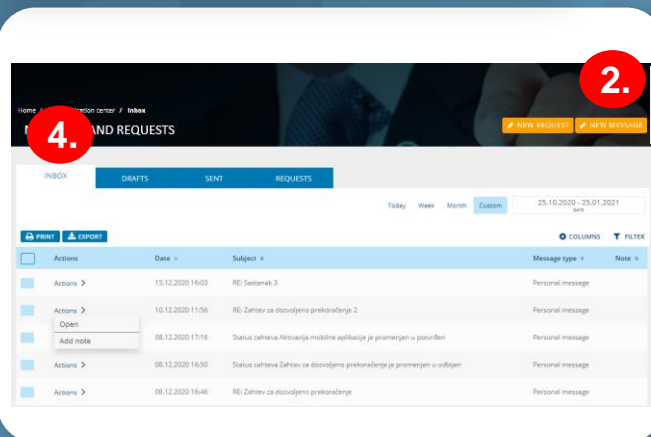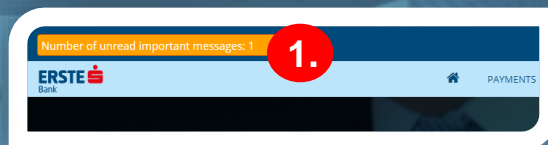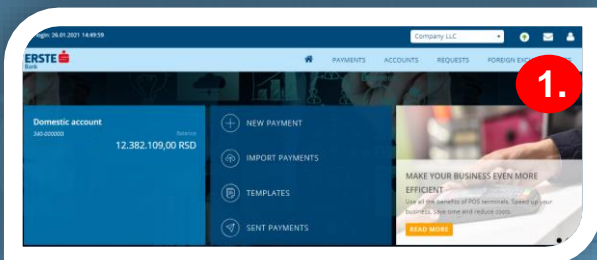
Three types of viewing messages:

Inbox **Drafts** **Sent**

Through the "Messages and requests" option, you can communicate safely with the bank - send messages in two-way communication with the bank and receive notifications.

1. Click on the envelope icon in the upper right corner. When you receive urgent messages or a bank notification, a message on the number of unread important messages will be displayed in the upper right corner until you read them. The notification may be closed temporarily on the current page by clicking "x" in the notification.

2. To send a new message, click on "New message", fill in the subject and text of the message, mark whether the message is of high priority, whether it is private (only you see the private message, not the other persons authorized by the same client), add attachment (up to 3 MB) and click "Send". If you want to save and send the message later, click "Save", and if you have decided not to send the message, click "Cancel".

3. All messages sent to the bank are in the "Sent" table. With the "Actions" option, you may add a comment to the selected message and open its details. Once the message details are open, you have the option to print it and delete it. Through selection of multiple messages in the table, you may print a list of messages or export them in the selected format (Excel, PDF).

4. All received messages and notifications from the bank are in the "Inbox" table. With the "Actions" option, you may add a comment to the selected message and open its details. Once you open the message details, you have the option to print and delete it and send the response to the bank by clicking "Reply". You can only send replies to messages, not notifications. Through selection of multiple messages in the table, you may print a list of messages or export them in the selected format (Excel, PDF).

5. All messages that you have saved but not sent to the bank are in the "Drafts" table. With the "Actions" option, you can edit the message and send it to the bank, add a comment on the selected message or delete it. Through selection of multiple messages in the table, you may print a list of messages or export them in the selected format (Excel, PDF).

6. All messages may be searched (received, in preparation and sent) according to different criteria within the filter, as well as sort the data in tables, in all columns.

View your profile and change your password
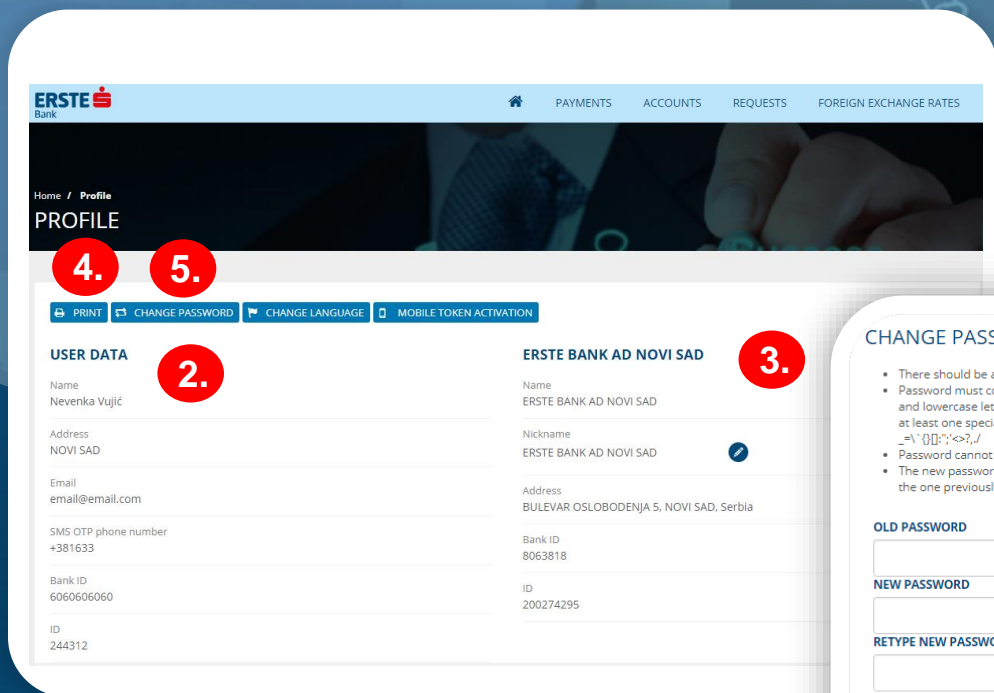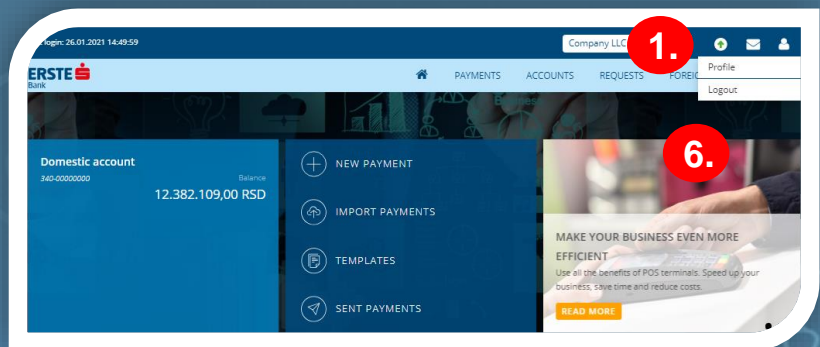
Three actions:

Overview of data

Change the language

Change the password

Under the "Profile" option, detailed information may be viewed on you and the entrepreneurs/legal entities, clients of Erste Bank, for whose electronic banking service you are authorized.

1. Click on "Profile" in the upper right corner.

2. On the left side, in the "User data" section, you may view your information: name and surname, address, e-mail address and registered mobile telephone number (to which you will receive one-time codes for logging in and signing orders, requests and authorization of partners), identification number and bank ID.

3. On the right side you may view information on all entrepreneurs and legal persons, clients of Erste Bank, for whose Erste eBiz service use you are authorized: account holder name, nickname (which you may change, and only you will see the change), address, e-mail address, telephone number, registration number and ID of the bank account holder.

4. Within "Profile" you may print the data using the "Print" option, select the language that will be the default language each time you log in to Erste eBiz, until the next change of language through the "Change language" option.

5. Within the "Change password" option, you may change the password for logging in to Erste eBiz in accordance with the specified rules. Enter the current password you logged in with, create a new password and confirm it. Click "Apply".

6. Within the same icon in the upper right corner, you may log out of the application using the "Logout" option.

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