

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 AppGallery 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:

- [Activate the mobile application without visiting the bank!](#)
- [What options are at disposal before logging in to the Erste mBiz application?](#)
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Activate the mobile application without visiting the bank!

1. Home / Requests REQUESTS

2. REGISTER MOBILE APPLICATION

3. Device registration

4. Confirm new PIN

5. Biometrics

Two activation elements:



Registration ID

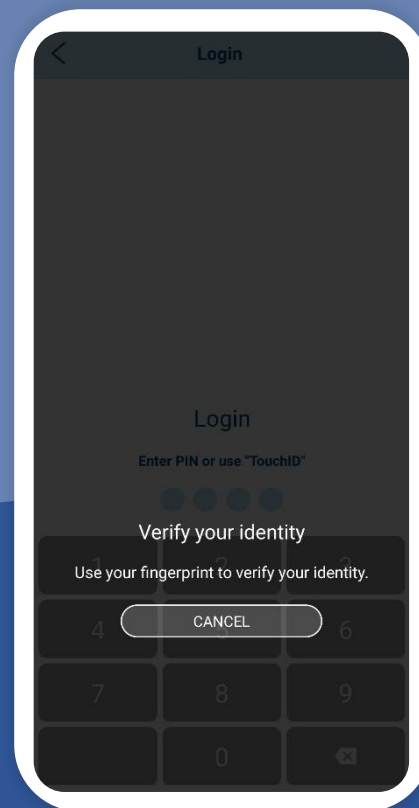
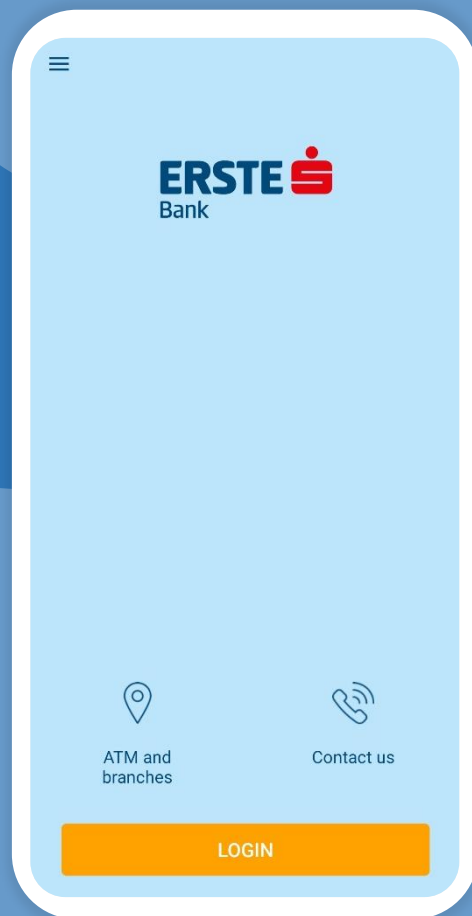
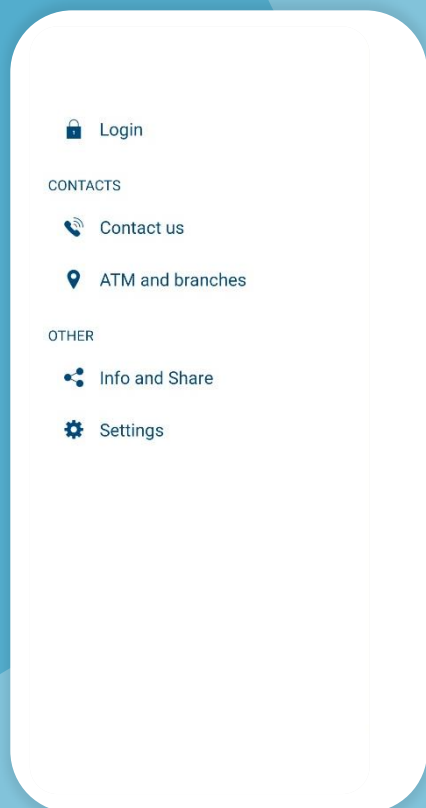


Activation code

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 AppGallery 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.



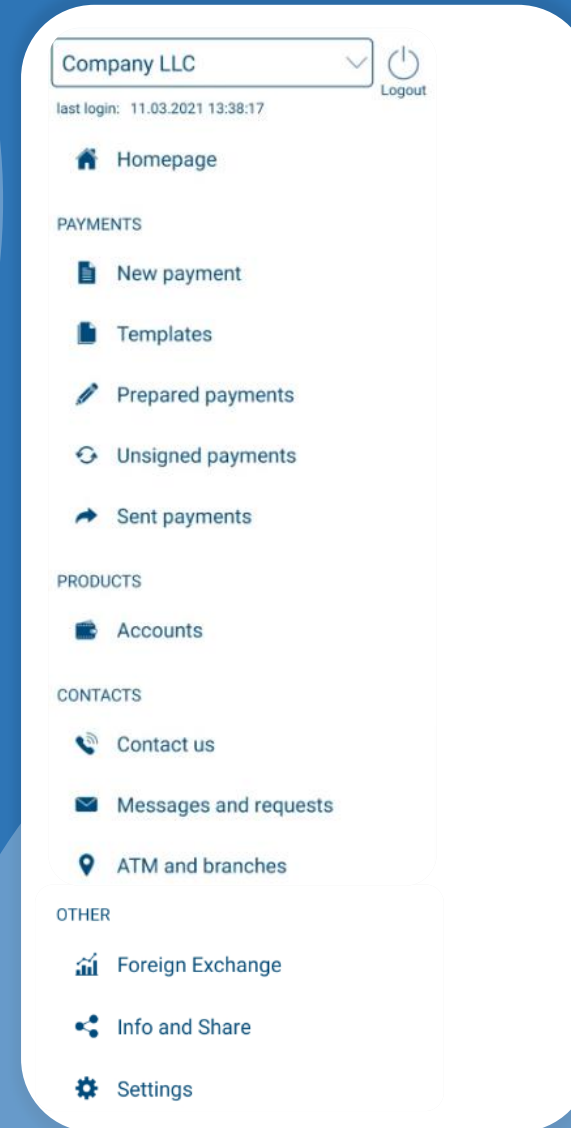
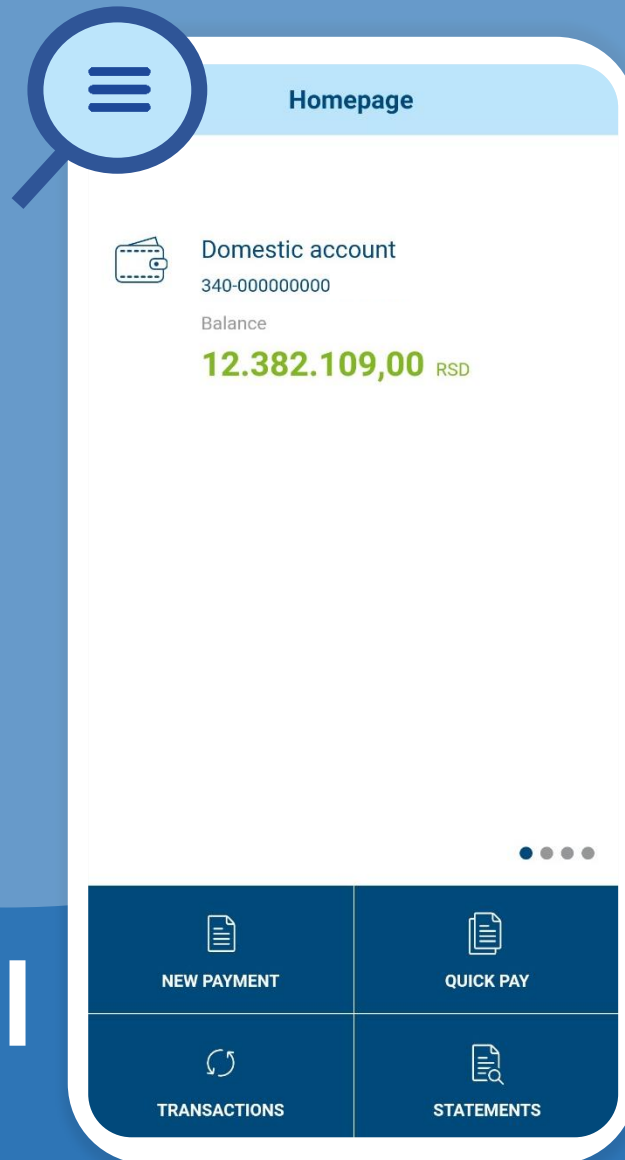
“**Info and Share**”, within which you may find additional information on the application, terms of use and user guide, as well as to recommend the application to other users.



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

Welcome to Erste mBiz application!

Homepage



Main menu



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.

Learn about the possibilities on the homepage



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".

Homepage

Domestic account
340-00000000
Balance
12.382.109,00 RSD

NEW PAYMENT

QUICK PAY

TRANSACTIONS

STATEMENTS



New payment

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

Standard payment

Prepare

1

2

3

PAY FROM

Domestic account
340-000000000

Debtor name
KOMPANIJA DOO

Debtor address
ADRESA BROJ 1

Debtor city
NOVI SAD

Reference

PAY TO

Partners

Credit account

Creditor name

Creditor address



Quick pay

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

Templates

Import of goods

Phone invoice

Turnover of goods and services – final consum...



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.

Account Transactions

DOMESTIC ACCOUNT
340-0000000001

AWAITING

BOOKED

REJECTED

11.03.2021
APEX
11,00 RSD
Interim

09.03.2021
KOMPANIJA DOO
11,00 RSD
Interim

01.03.2021
JP EPS
-20,00 RSD
Booked

26.02.2021
MTS
10.000,00 RSD
Booked



Statements

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

Account Statements

18.02.2021	114.821.947,70 RSD
08.02.2021	114.822.930,70 RSD
29.01.2021	114.802.930,70 RSD
27.01.2021	114.806.140,70 RSD
25.12.2020	114.807.028,70 RSD
09.12.2020	115.064.952,70 RSD
08.12.2020	115.064.932,70 RSD
05.12.2020	114.942.101,71 RSD
04.12.2020	114.942.251,71 RSD



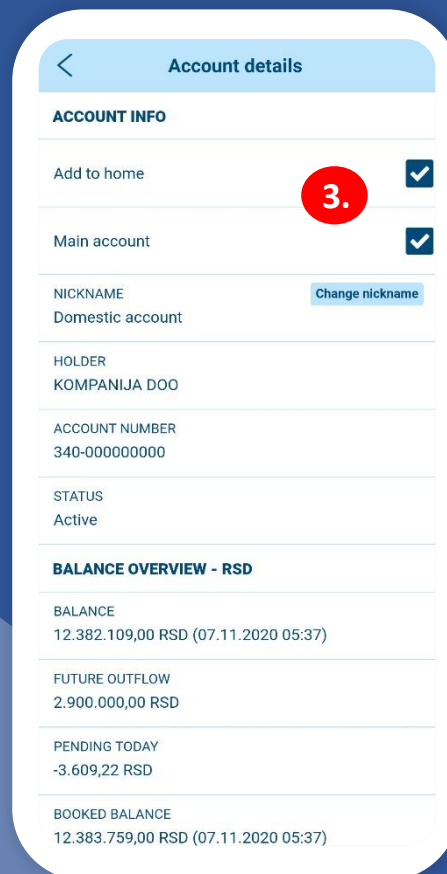
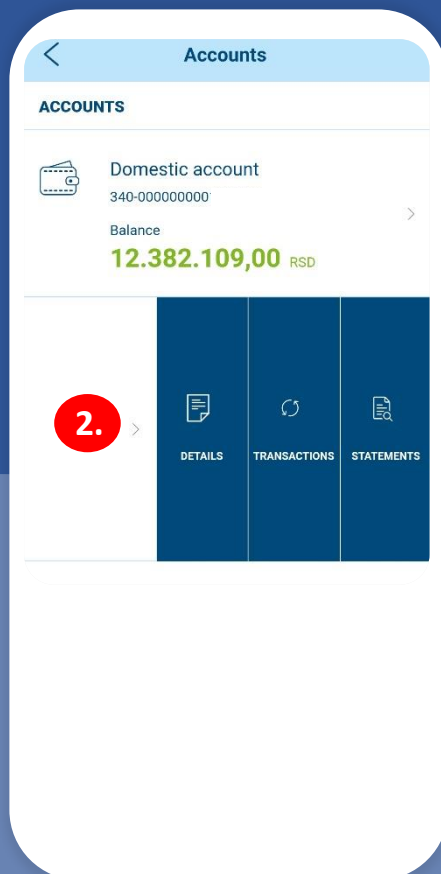
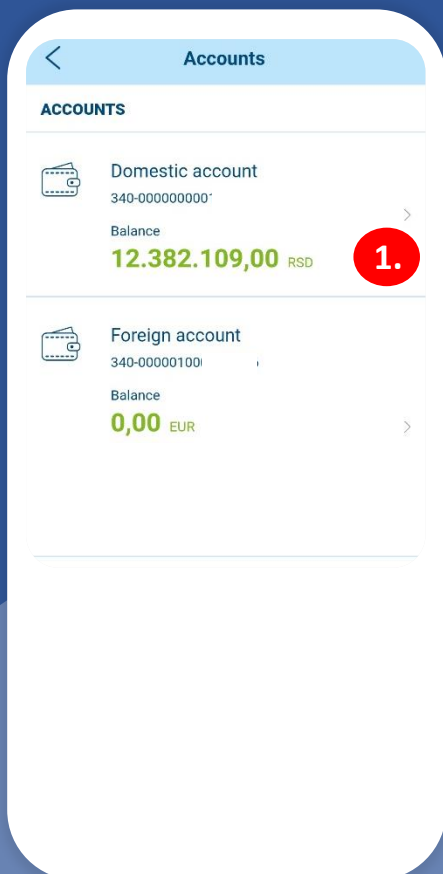
Insight into the balance



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.

Standard payment

Prepare 1 2 3

PAY FROM

Domestic account
340-000000000 1.

Debtor name
KOMPANIJA DOO

Debtor address
ADRESA BROJ 1

Debtor city
NOVI SAD

Reference

PAY TO Partners

Credit account 2.

Creditor name

Creditor address

Creditor city

Standard payment

Review 1 2 3

PAY FROM

Domestic account
340-000000000

Debtor name
KOMPANIJA DOO

Debtor address
ADRESA BROJ 1

Debtor city
NOVI SAD

Reference

PAY TO

Credit account
265-1040310000497-22

Creditor name
Telenor d.o.o. 3.

Creditor address

Creditor city

EDIT PAY

Standard payment

Successfully sent ✓ 1 2 3

PAY FROM

Domestic account
340-000000000

Debtor name
KOMPANIJA DOO

Debtor address
ADRESA BROJ 1

Debtor city
NOVI SAD

Reference

PAY TO

Credit account

Creditor 4.

Creditor name
Telenor d.o.o.

Creditor address
Omladinskih brigada 90

Creditor city

New payment >

Save as template >



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.

Foreign payment

Prepare 1 2 3

PAY FROM

Foreign account
340-0000010000

PAYMENT DATA

Amount
- Select -

Execution date
24.02.2021

Coverage currency
- Select -

Payer of expenditure
BEN / Partner expenditure

PAY TO Partners

Credit account

Creditor name

Creditor address

1.

2.

Foreign payment

Review 1 2 3

PAY FROM

Foreign account
340-0000010000

PAYMENT DATA

Amount
10,00 USD

Execution date
24.02.2021

Coverage currency
EUR

Payer of expenditure
BEN / Partner expenditure

PAY TO

Credit account
RO55RNCB0547124994440003

Creditor name
NIs romania

Creditor address
Suzanet itaka

EDIT PAY

3.

Foreign payment

Successfully sent ✓ 1 2 3

PAY FROM

Foreign account
340-0000010000

PAYMENT DATA

Amount
10,00 USD

Execution date
24.02.2021

Coverage currency
EUR

Payer of expenditure
BEN / Partner expenditure

PAY TO

Credit account
RO55RNCB0547124994440003

Creditor name
NIs romania

Creditor address
Suzanet itaka

New payment >

Save as template >

3.

General transfer



Prepare

Select the account you want to pay from. It is also necessary to select the currency and amount with which you want to make the payment in the "Coverage currency" field

General transfer

Prepare 1 2 3

PAY FROM

DOO NOVI SAD (EUR)

340-00000

PAY TO Partners

Credit account

Creditor name

Creditor address

Creditor city

Creditor reference

PAYMENT DATA

Coverage amount - Select -

Credit amount - Select -



Prepare

In the "Purpose of payment" field, you need to indicate the reason for the payment. Enter the amount and currency in which you want the payment to be made, the date of the transaction (which can be up to two working days in advance), the currency of the cover and the payer of the cost.

General transfer

Prepare 1 2 3

Creditor reference

PAYMENT DATA

Coverage amount - Select -

Credit amount - Select -

Payment details

Execution date 12.04.2023

ADDITIONAL DATA

Additional instructions

Additional instructions

NEXT



Prepare

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.

General transfer

Review 1 2 3

PAY FROM

DOO NOVI SAD (EUR)

340-00000

PAY TO

Credit account

340-00000

Creditor name

Autorad

Creditor address

Adresa

Creditor city

Grad

Creditor reference

PAYMENT DATA

Coverage amount 100,00 EUR

Credit amount - Select - RSD

EDIT PAY

General transfer



Sign



Send

General transfer

Review 1 2 3

PAYMENT DATA

Coverage amount
EUR

Credit amount
RSD

Payment details

Payment 3.

Execution date
13.04.2023

ADDITIONAL DATA

Additional instructions

Additional instructions

SYSTEM DATA 3.

EDIT PAY

General transfer

Successfully sent ✓ 1 2 3

PAY FROM

DOO NOVI SAD (EUR)
340-00000

PAY TO 4.

Credit account
340-0000010040846-63

Creditor name
Autorad

Creditor address
Adresa

Creditor city
Grad

Creditor reference

PAYMENT DATA

Coverage amount
100,00 EUR

Credit amount

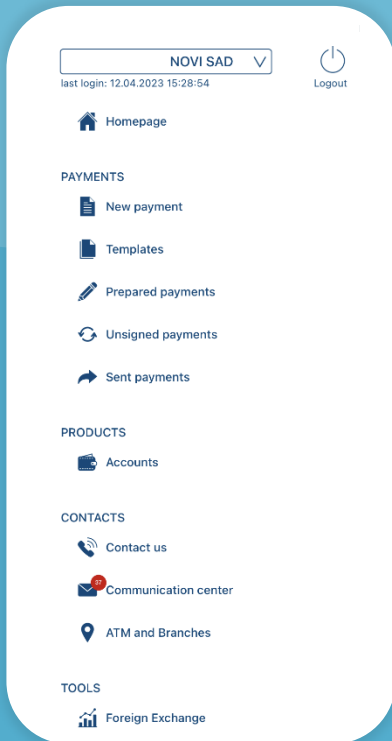
3.

After filling in all the elements, click on the "Continue" option, check the data entered in the payment order and, in case of necessary changes, click on "Change". If the data is entered correctly, click "Pay". Depending on the login method, enter your PIN or fingerprint in the payment authorization screen or confirm the payment by scanning your face, after which the order is 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 will be forwarded to the bank for processing immediately after clicking on "Pay".

4.

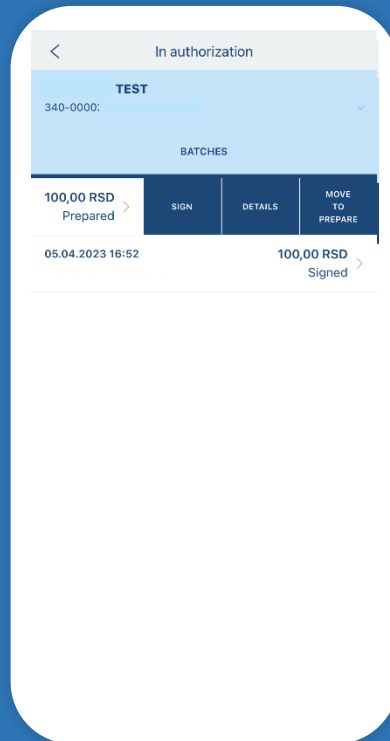
After sending the payment order to the bank for processing, you can save the payment order as a template for future payments to the same recipient by selecting the "Save as template" option. You can also create a new account by selecting the "New Account" option.

Multisigning



Unsigned

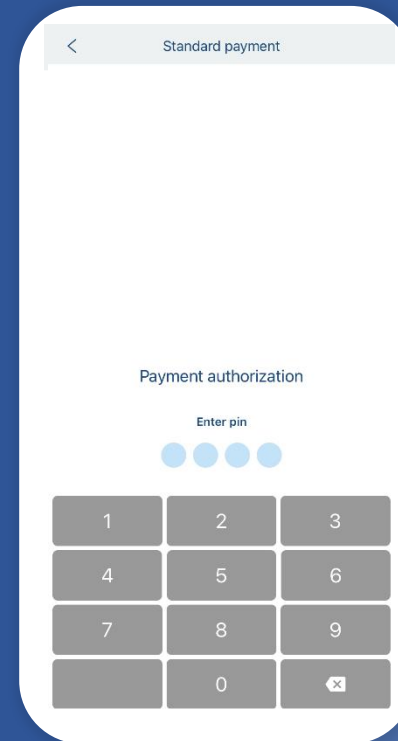
If you have the agreed possibility of collective signature, each payment order (order in the domestic payment system, order for foreign or general payment) after filling out and before sending to the bank for processing can be signed (authorized) in the following several ways. By selecting the option "Unsigned orders" in the main menu, you can access orders that have been submitted by another person (second left/right signatory) and which must be finally authorized by the first signatory, in order to the order to be sent to the bank for processing.



Sign

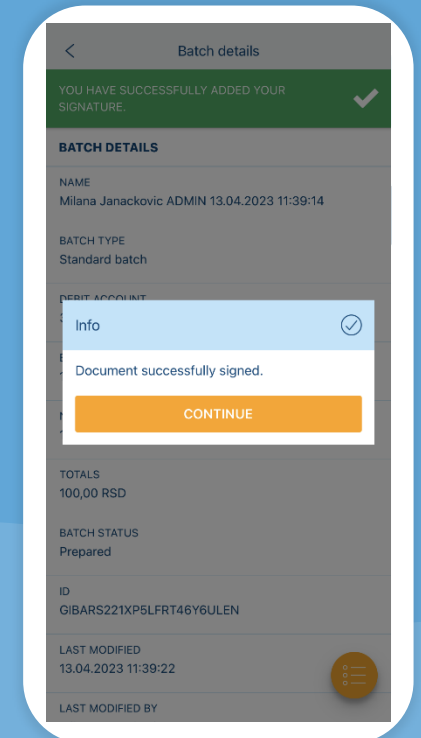
If you are the first signatory, you can sign (authorize) the order without the approval of other persons with whom you have a collective signing agreement, also as the first signatory, all other persons cannot sign (authorize) the order without your approval.

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 who is authorized to sign and final authorize the order (first signatory)



Authorization

You need to confirm the signing of the account by entering your PIN.



Send

After the order has been correctly signed by all the necessary signatories, you have the option of sending the order to the bank or saving it and returning it to preparation, i.e. "Unsigned Orders". If you click on send, the order will be successfully sent to the bank for processing.

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.

Standard payment

Successfully sent 1 2 3

PAY FROM

Domestic account
340-000000000

Debtor name
KOMPANIJA DOO

Debtor address
ADRESA BROJ 1

Debtor city
NOVI SAD

Reference

PAY TO

Credit account
265-1040310000497-22

Creditor name
Telenor d.o.o.

Creditor address
Omladinskih brigada 90

Creditor city

New payment

Save as template



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.

Templates

Nls romania
Import of goods

10,00 USD

Telenor d.o.o.
Phone Invoice

26.500,00 RSD

Kompanija a.d.
Turnover of goods and services – final consum...

10,00 RSD



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".

Templates

10,00 USD

PAY FROM
TEMPLATE

EDIT

DELETE

Telenor d.o.o.
Phone Invoice

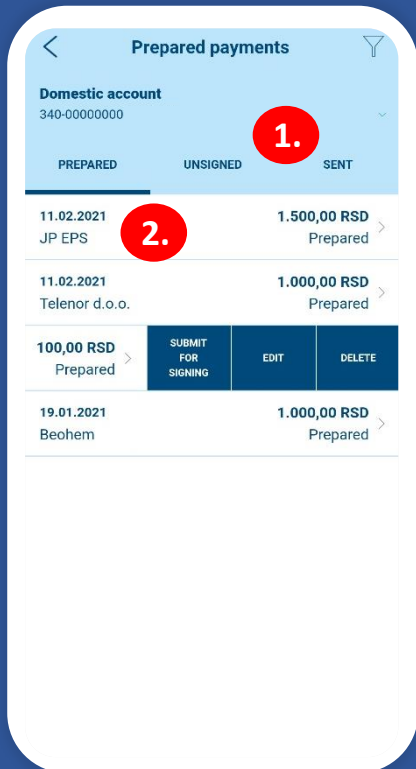
26.500,00 RSD

Kompanija a.d.
Turnover of goods and services – final consum...

10,00 RSD

Payment overview

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.

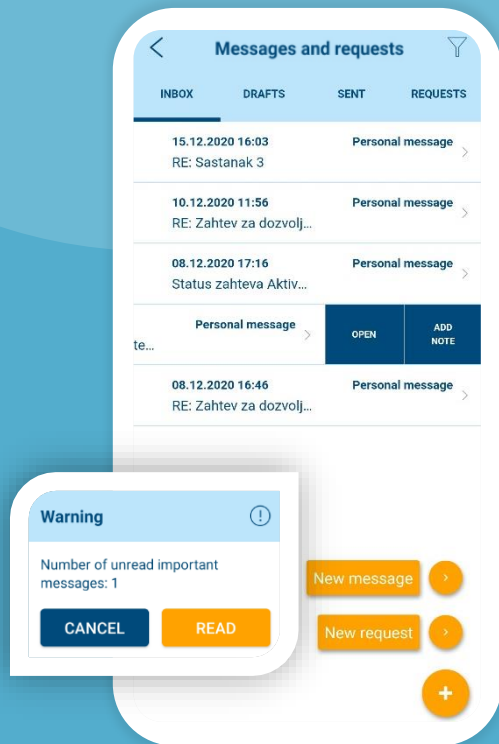
1. When one group of orders is accessed, you can select and view other types of orders on the same screen by selecting the desired option in the screen header (prepared, unsigned, sent).

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.

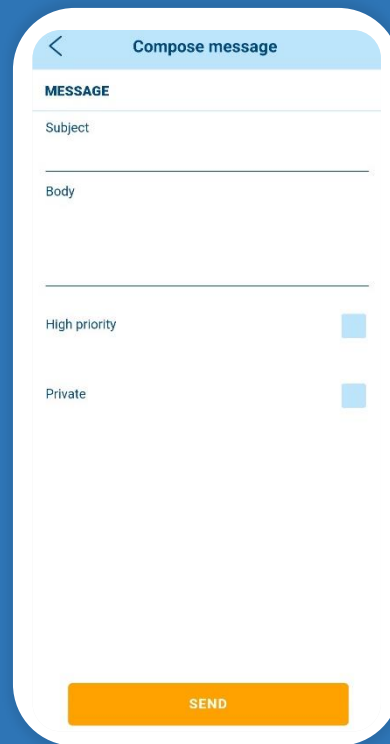
Send a message to the bank and receive notifications



Received messages and notifications

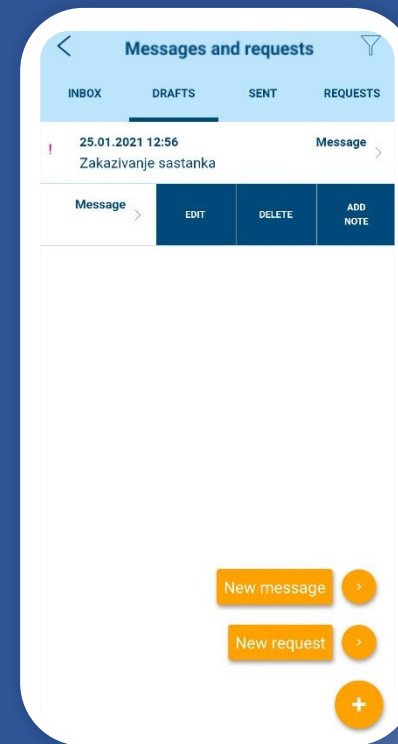
By selecting the “Messages and Requests” option in the main menu in the “Contacts” section, you can communicate securely with the bank - send messages in two-way communication and receive notifications. All received messages and notifications from the bank are in the “Inbox” section. By clicking the 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.



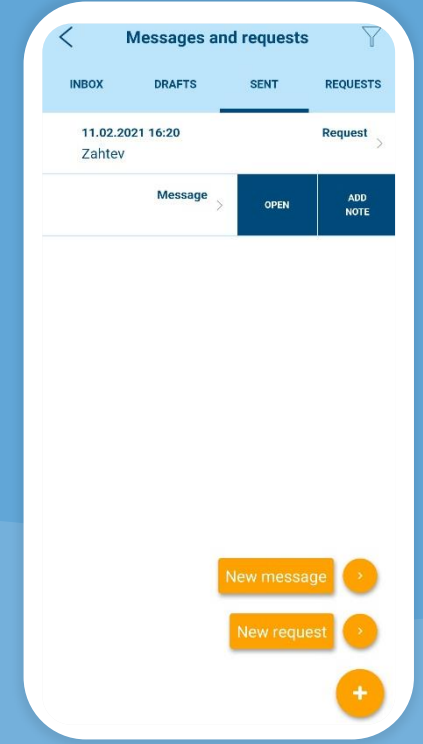
New message

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.

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

f 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,



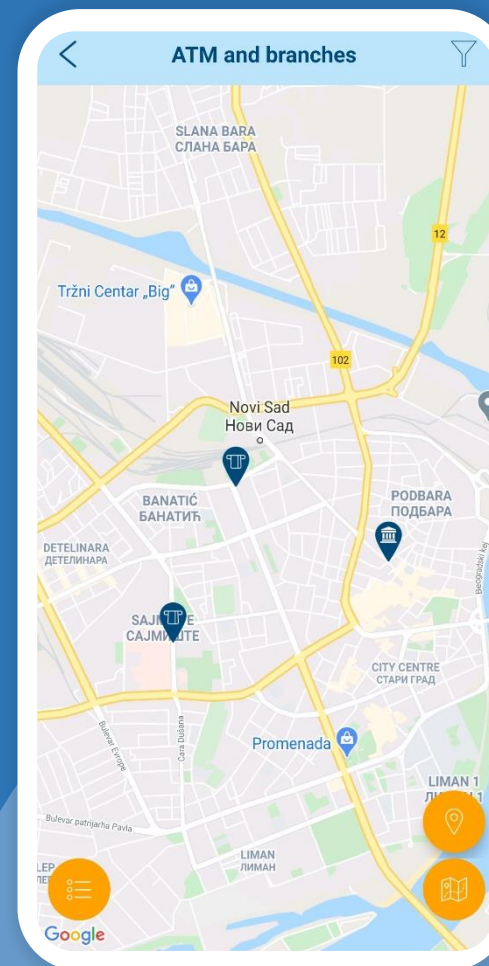
follow the announcements of the Bank on LinkedIn,



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:



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.



Settings

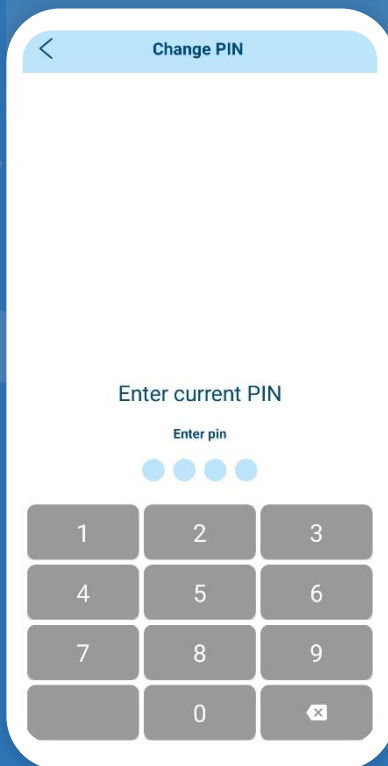
In the main menu, in the “Other” section, select the “Settings” option. Choose the “Change PIN” option to change the PIN for logging in to the application. If you want to allow or disable the application login and signing transactions by fingerprint or scanning the face (iOS only), choose or turn off the “Touch ID”/“Face ID” option.



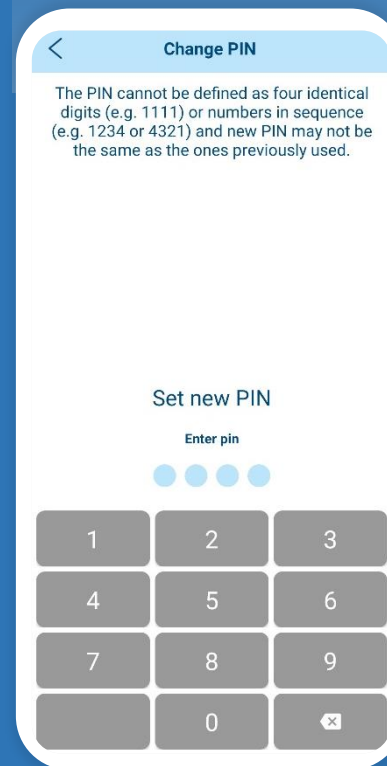
Change the PIN and set the login method



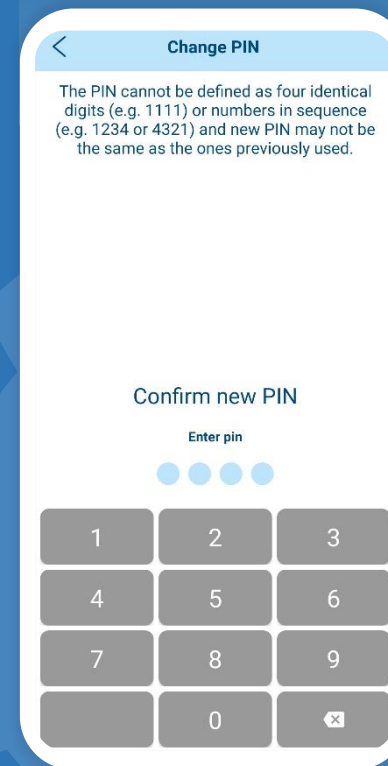
Enter the current PIN you used to sign in to the app. You will receive an error message if you have entered the wrong PIN.



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.

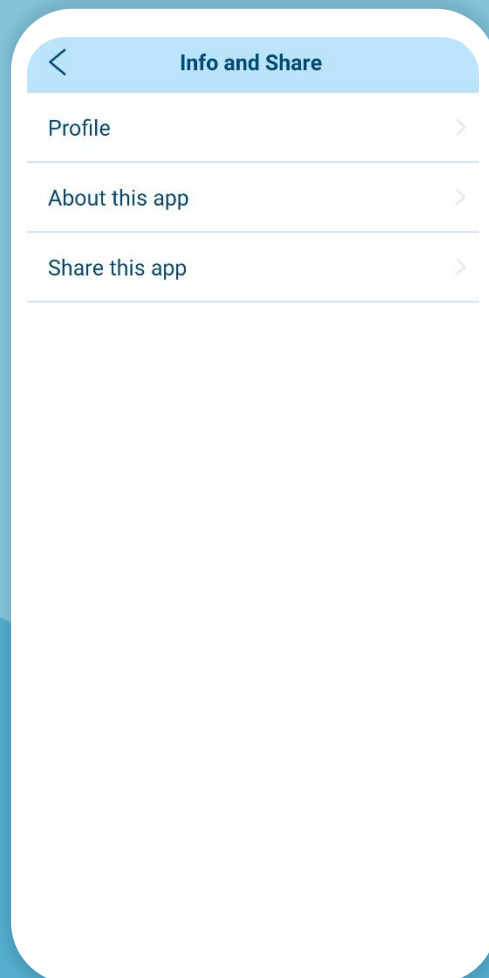


Re-enter the new PIN and you will receive a message that the PIN has been successfully changed.



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

Code Name	Transfer sell Transfer buy
EUR Euro	119,918700 115,216100
AUD Australian dollar	75,433500 69,630900
BAM Bosnia and Herzegovin...	60,291600 59,931000
GBP Pound sterling	136,264400 125,782600
CAD Canadian dollar	78,858500 72,792500
CHF Swiss franc	112,972500 104,282300
CZK Czech koruna	4,457500 4,430900
HRK Croatian kuna	15,574600 15,481400
DKK Danish krone	16,414700 15,152100

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.



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