Online banking: Forgotten PIN or login name

Stadtsparkasse Düsseldorf

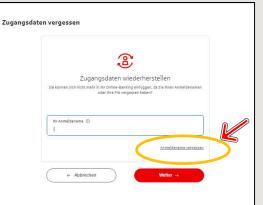
Please have your online banking access details and usual security procedure to hand.

1 Forgotten login details:		2 Request new PIN:	Zugangsdaten vergessen	activated again once y have entered to
If you have forgotten your login details, you can issue a new PIN here after entering a correct login name.	Melden Sie sich an	If you have entered your personal details correctly, you will be asked to reset your PIN. You confirm the process with your security procedure.	Personal and the experimental of the experimen	have entered again once y have entered the corre PIN *** Neue PIN vergeben
Please note: If you have forgotten your login name as well, you will be sent	Passwort/PIN	Your access to online banking is now active again. Please note:	Television Venene Recharge	Bitte wählen Sie eine mindette Sie 15 50 55 54 55 60 75 50 75 50 75 50 75 50 75 50 75 50 75 50 75 50 75 75 50 75 50 75 75 75 75 75 75 75 75 75 75 75 75 75
new login details by post.	Anmelden Sicherheitshinweise Zugangsdaten vergessen?	An error message will appear if you enter an incorrect login name. Go back to the start page (1), select "Zugangsdaten vergessen" (Forgotten login details) and follow step (3).	RAN RAN Parton Institutional Statistically	Wiederholung
		login details) and follow step (5).	(+ Zuricc Wolder +	

3 Forgotten login name:

Once you have entered your personal details, new login details will be sent to you by post.

When you receive the new login details, follow the instructions in the letter in order to sign in to online banking again.



4 Request login details:

Click on the red "PIN-Brief anfordern" (Request PIN letter) button to receive new login details by post.

Please note:

When you first sign on with the new login details, you will have to do so using a web browser (mobile or desktop). You will be able to login using the Sparkasse app once you have changed the sign-in PIN.

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Versand des PIN-Briefes
Die Zustellung Ihrer neuen PNI+ erfolgt auf dem Postweg in den nächsten 3-5 Werktagen an Ihre hinterlegte Anschrift. Nach Erhalt des Briefes können Sie sich mit Ihrem Anmeldenamen und der neuen PIN im Online-Banking anmelden.
← Zurück PIN-Brief anfordern →

ANY OTHER QUESTIONS? WE'LL BE PLEASE TO HELP YOU.

You can telephone the Stadtsparkasse Düsseldorf branch directly on **0211 / 878- 0.** You can reach us from Monday to Friday from 8 a.m. until 6 p.m.