

Switch online banking procedure: smsTAN to chipTAN

You can switch to chipTAN in your browser (PC, tablet, smartphone) or in the Sparkasse app. Online banking will be available to you immediately after the switch.

1. Do you already have a TAN generator?

For the chipTAN procedure, the TAN is created on a special device ("TAN generator") in conjunction with your Sparkasse card.

You can purchase suitable TAN generators online in the Sparkasse Shop, for instance (<https://www.sparkassen-shop.de/sskduesseldorf/>).



2. Switch backup procedure to chipTAN

For this, you will need the mobile phone that you have been using to receive smsTANs and your Sparkasse card.

- Login to online banking. If the switch procedure does not start automatically, you can start it manually under *Service > PIN/TAN management > Switch TAN procedure*
- Select "chipTAN" as the new TAN procedure, enter your card number and confirm that a TAN generator is available.
- Enter your date of birth and card number
- Confirm your entries with an smsTAN

If you already have a TAN generator, you can immediately continue using online banking.

Questions & answers

Do you use the Sparkasse app?

When you next update your account, the new backup procedure "chipTAN" will automatically be saved in the Sparkasse app.

The switch process has been interrupted. What do I do to continue it?

Login to online banking. You can call up the process under *Service > My activities* and continue.

I don't have a Sparkasse card and want to use chipTAN

As the sole or joint account holder, you can order a Sparkasse card as part of the switch and continue the switch once you have received it. Your current TAN procedure will be available to you until then. In all other cases, please contact your personal advisor.