

FAQ eBANKING

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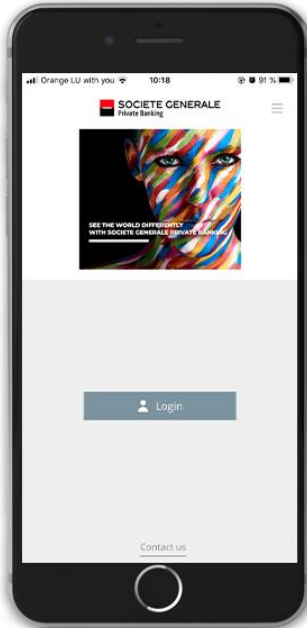
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CONNECTION

FIRST LOGIN ON MOBILE PHONE

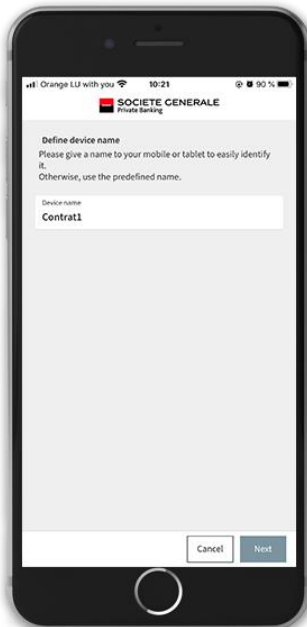
- 1** Download the "eBanking SG Luxembourg" application, available on Apple Store and Google Play.



- 2** Fill in the following fields :
- User ID (sent by post)
- First login password (sent by e-mail)



- 3** Choose a name for your device and press "Next".



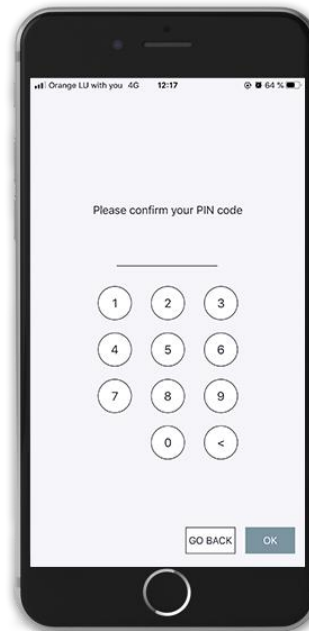
- 4** Fill in the activation code (sent by post) and press "OK".



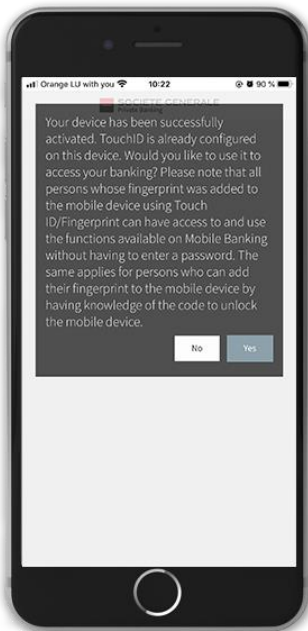
5 Set a 6-digit PIN code and press "OK".



6 Confirm your 6-digit PIN code and press "OK".



7 Depending on your mobile phone, you can also opt for fingerprint or facial recognition. If you prefer recognition by PIN code only, press "No".

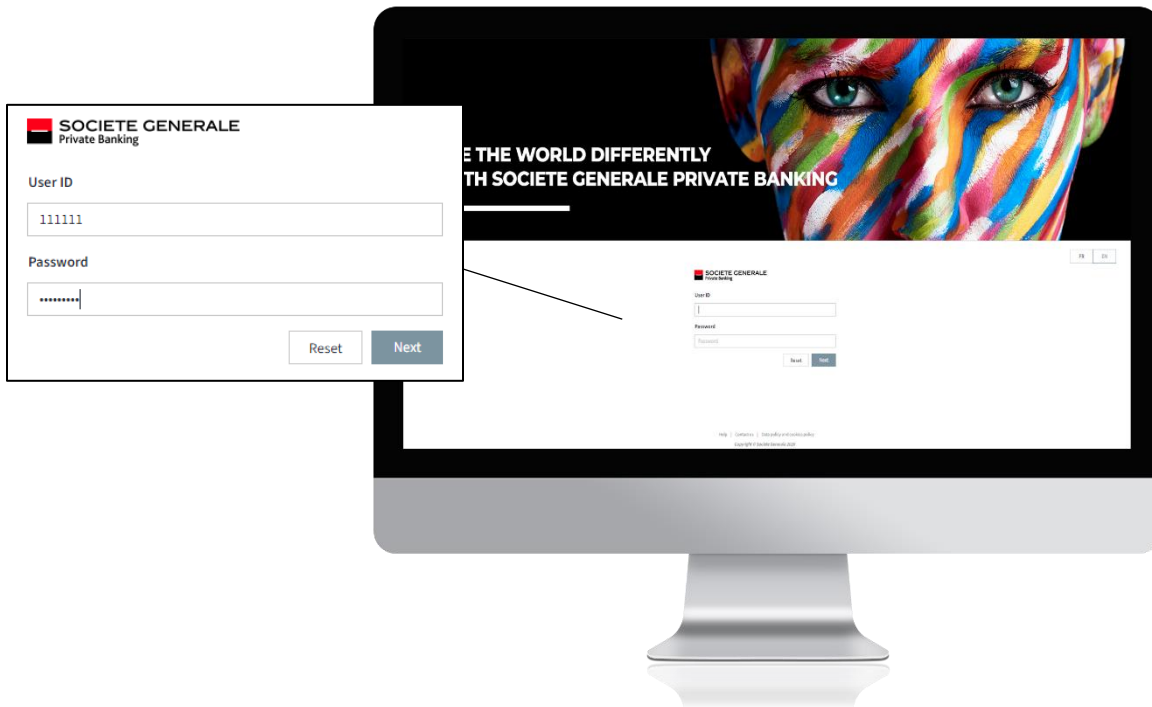


8 Your eBanking account is active, press "OK".

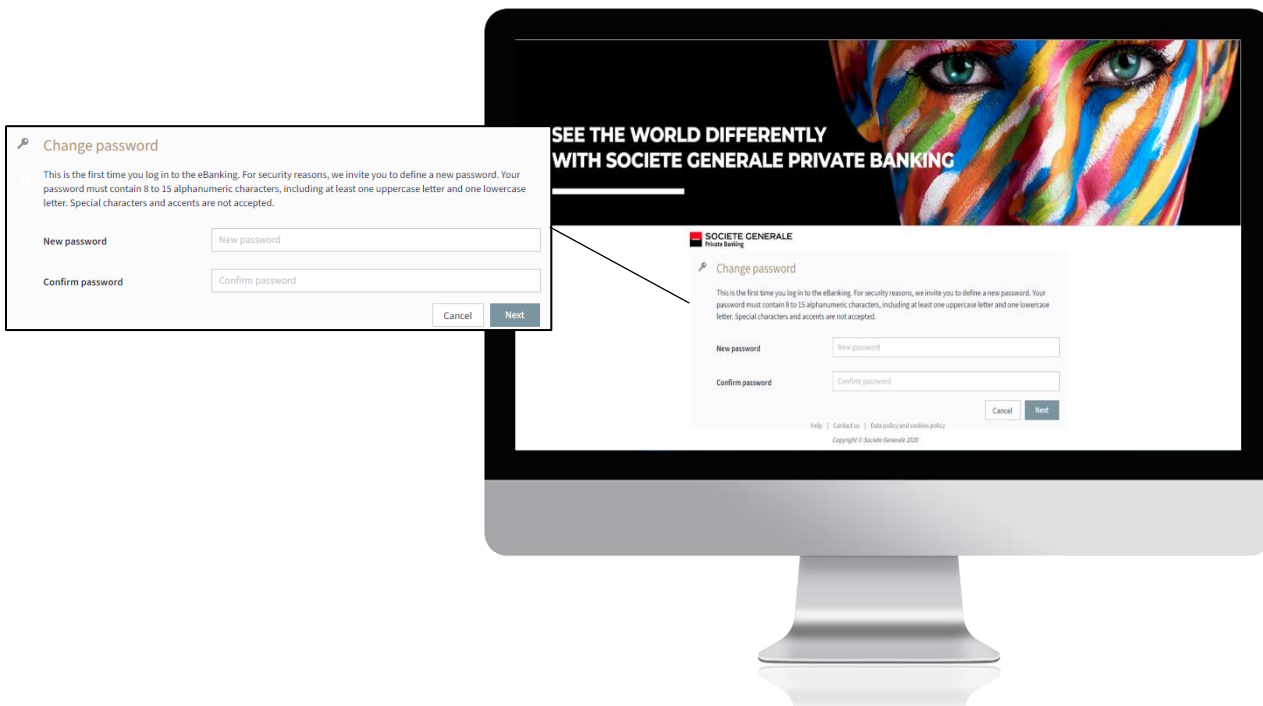


FIRST CONNECTION ON COMPUTER / TABLET

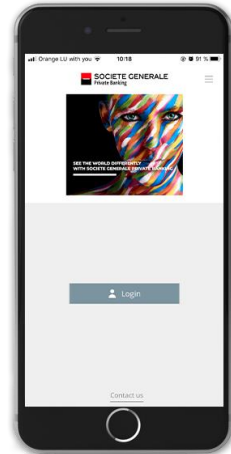
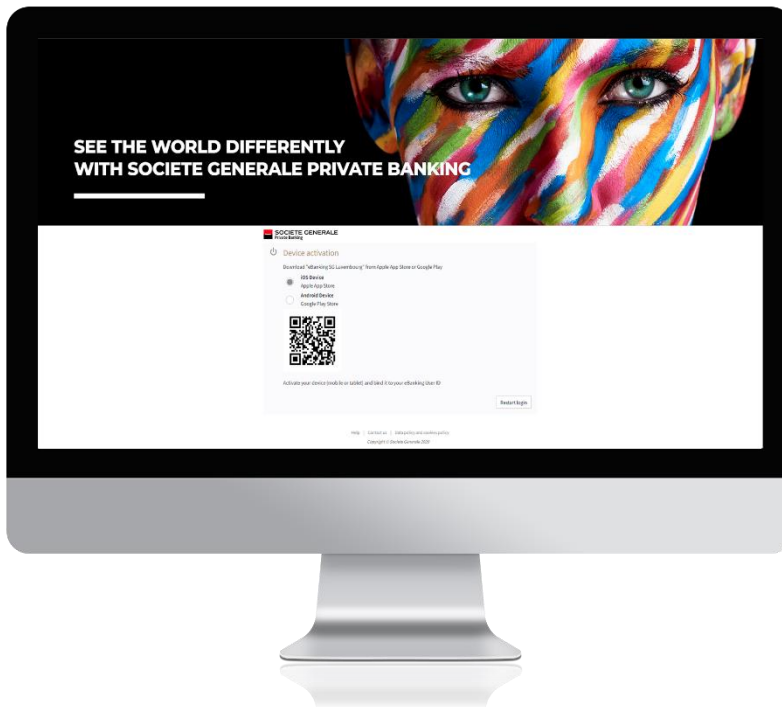
- 1** Log on to <https://ebanking.privatebanking.societegenerale.lu/> and fill in the fields with your User ID (sent by post) and your first login password (sent by e-mail).



- 2** Change your password; it must consist of 8 to 15 characters including at least one number, one upper and one lower case letter. Special characters and accents are not accepted. Confirm it, and click "Next".

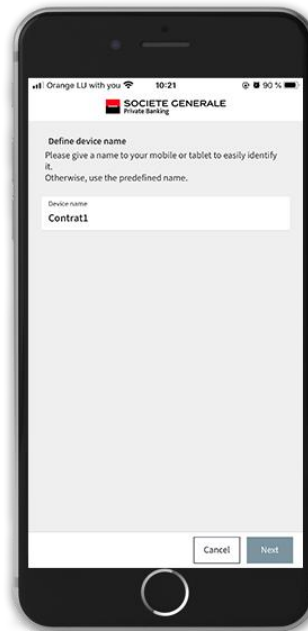
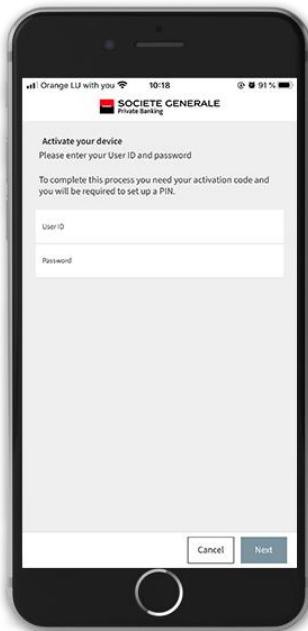


3 To finalize the activation of your eBanking account, we invite you to download the "eBanking SG Luxembourg" application available on Apple Store and Google Play. You can also find the application by scanning the QR code. Open the application on your device and click on "Login".



4 Fill in the fields :
- User ID (sent by post)
- New password (defined in step 2)

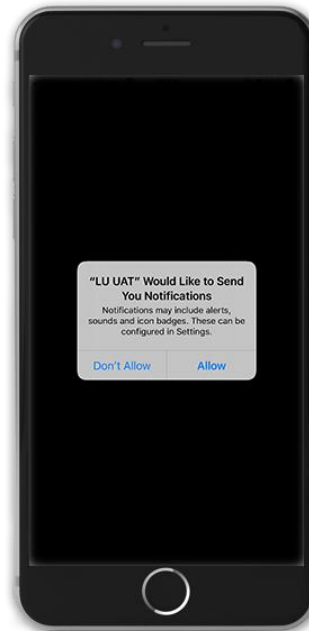
5 Choose a name for your device and press "Next".



6 Fill in the activation code (sent by e-mail) and press "OK".



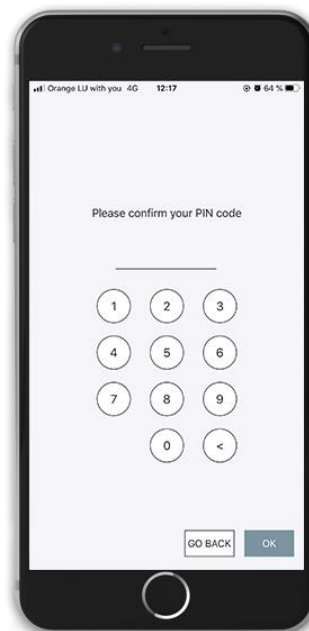
7 Allow the receipt of notifications. Refusal will prevent receipt of the login code required for each connection.



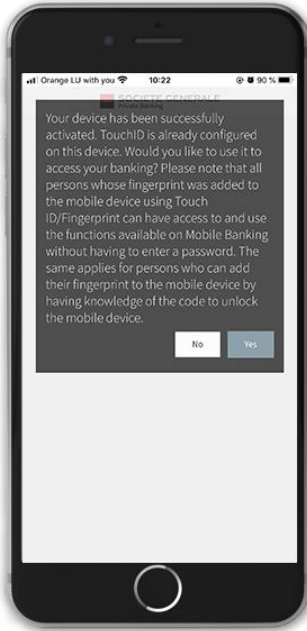
8 Set a 6-digit PIN code and press "OK".



9 Confirm your 6-digit PIN code and press "OK".



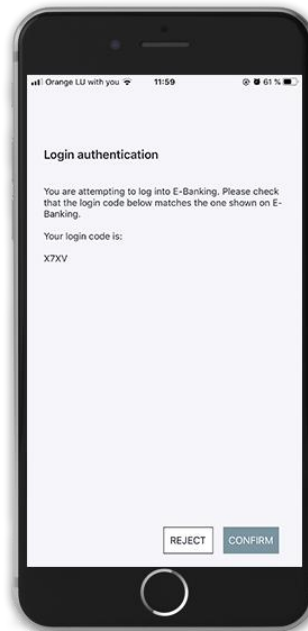
10 Depending on your mobile phone, you can also opt for fingerprint or facial recognition. If you prefer recognition by PIN code only, press cancel.



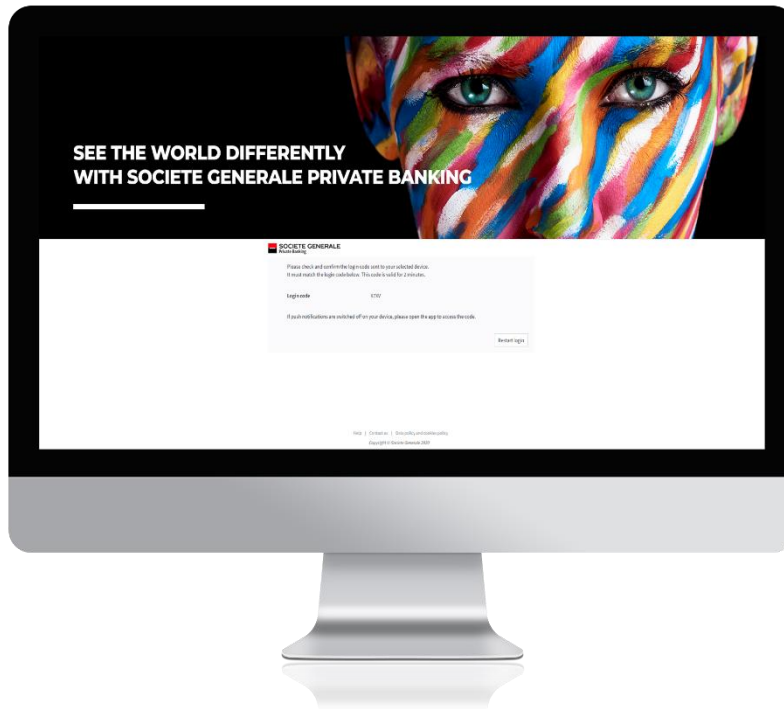
11 Your eBanking account is active, press "OK".



12 A connection code is generated on the mobile application.

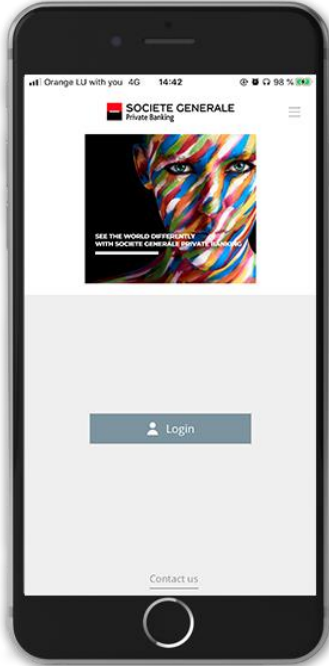


13 Check on your computer / tablet that the codes are identical and confirm the access via your mobile.

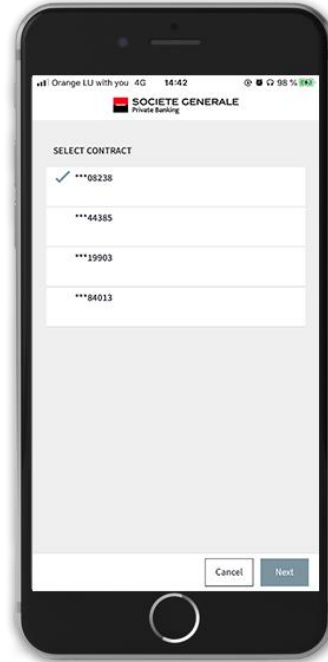


MOBILE CONNECTION

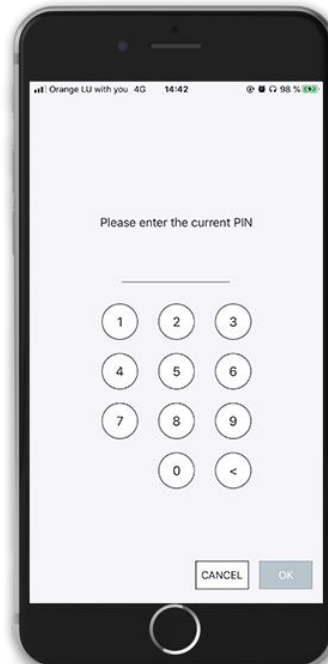
1 Open the "eBanking SG Luxembourg" application on your mobile phone and press "Connect".



2 If you have more than one User ID linked to your mobile, select the one you want to view and press "Next".

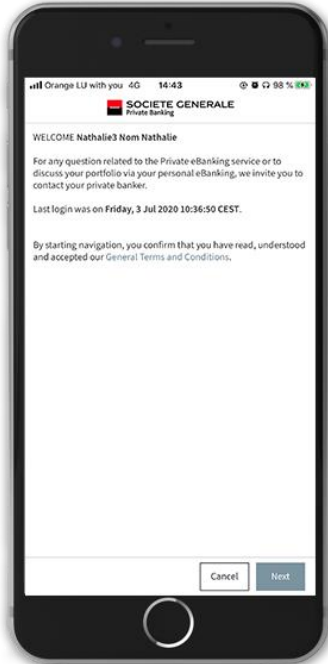


3 If you have set up facial or fingerprint recognition, place your finger on the fingerprint sensor or your face on camera to confirm the connection to your space. Otherwise, please enter your PIN code and confirm by pressing "OK".



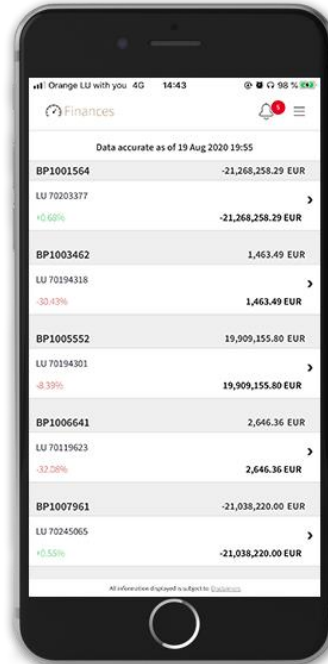
4

A welcome message appears, inviting you to read and accept the "General Terms and Conditions" and the "Private eBanking Specific Terms and Conditions". Click on "Next" to access your personal area.



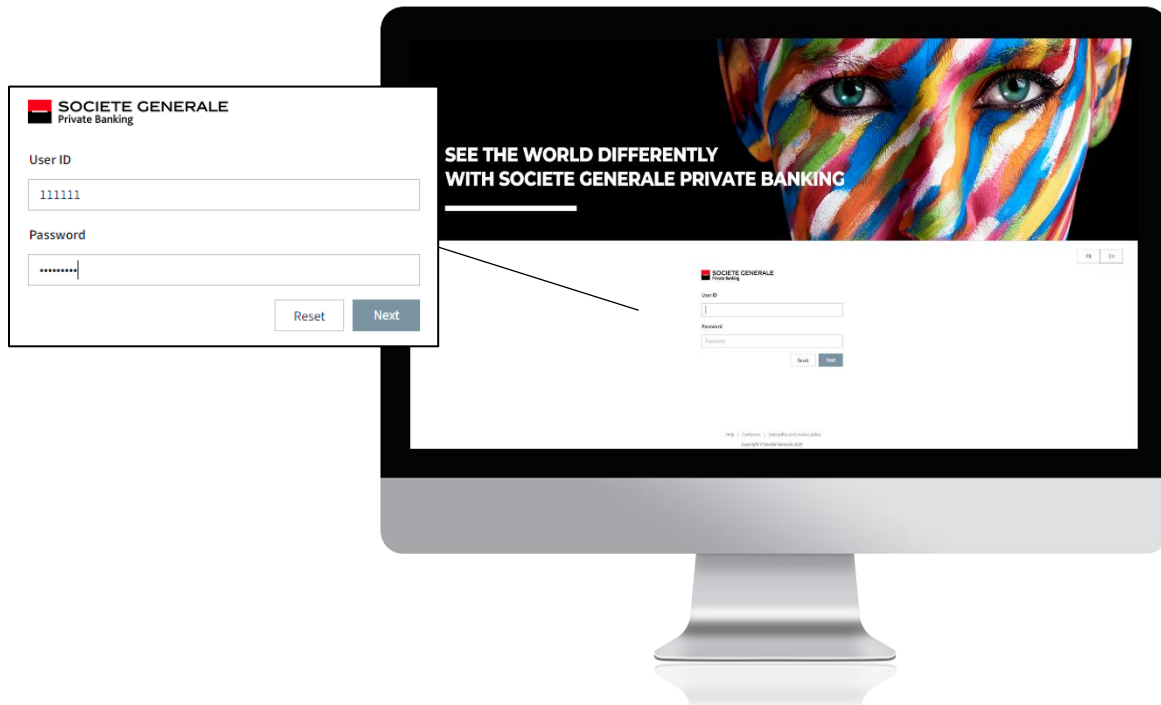
5

You are now connected to your personal eBanking.

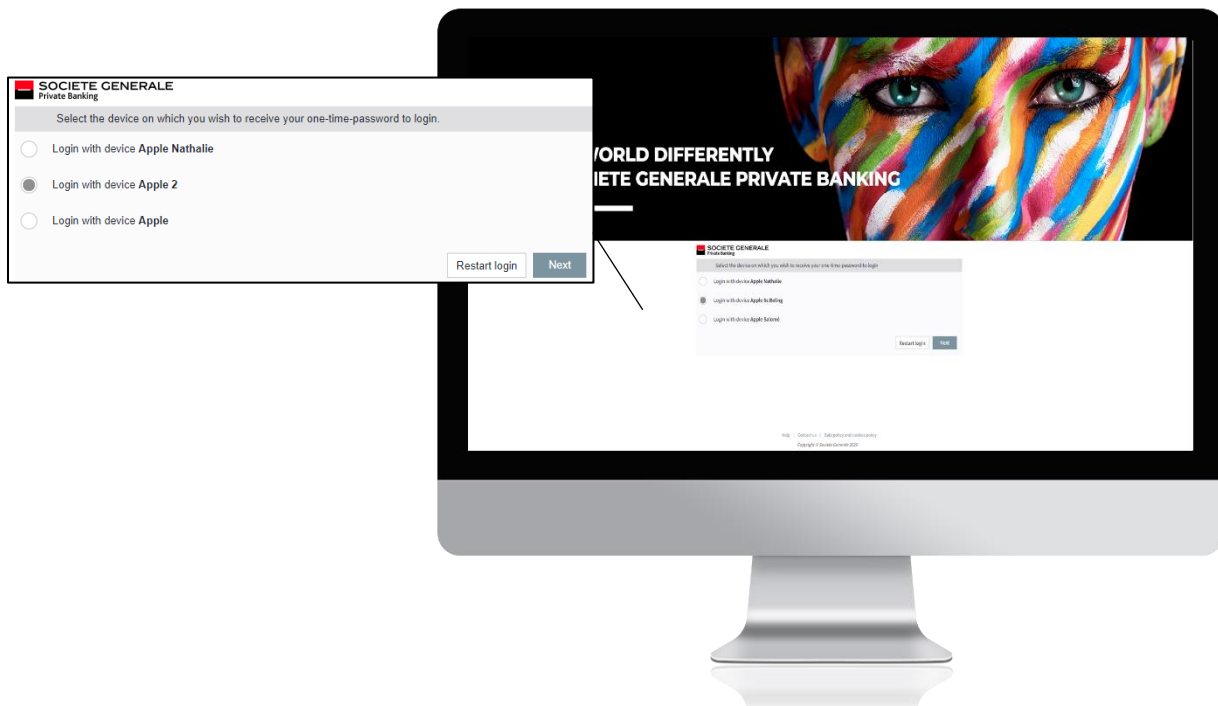


COMPUTER / TABLET CONNECTION

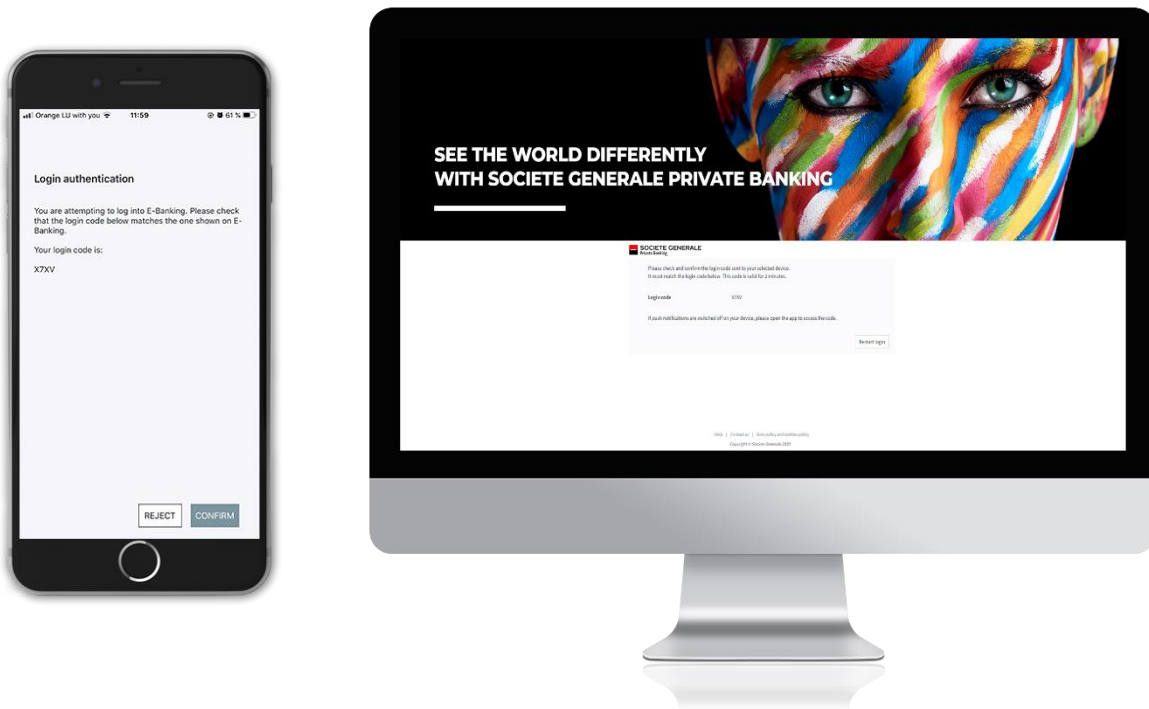
- 1** Login to <https://ebanking.privatebanking.societegenerale.lu/> and fill in the fields with your User ID and password, then click "Next".



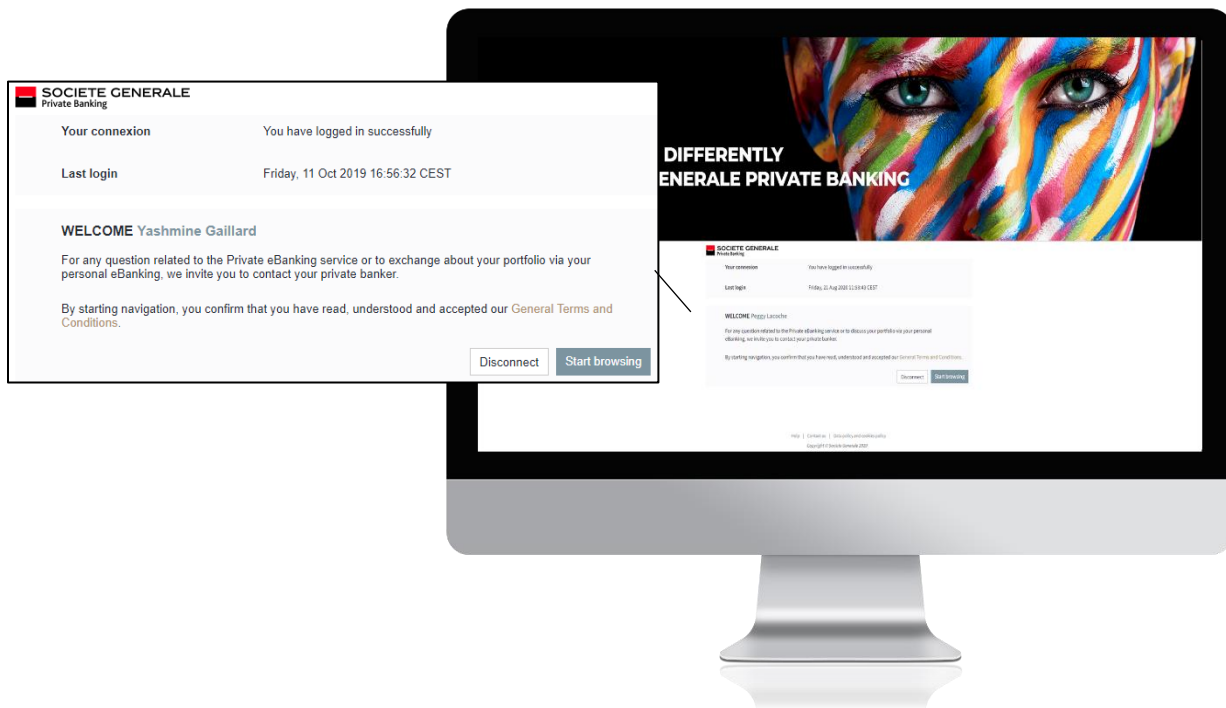
- 2.1** If more than one device is linked to your User ID, select the one you wish to connect to. If you only have one device, go directly to step 2.2.



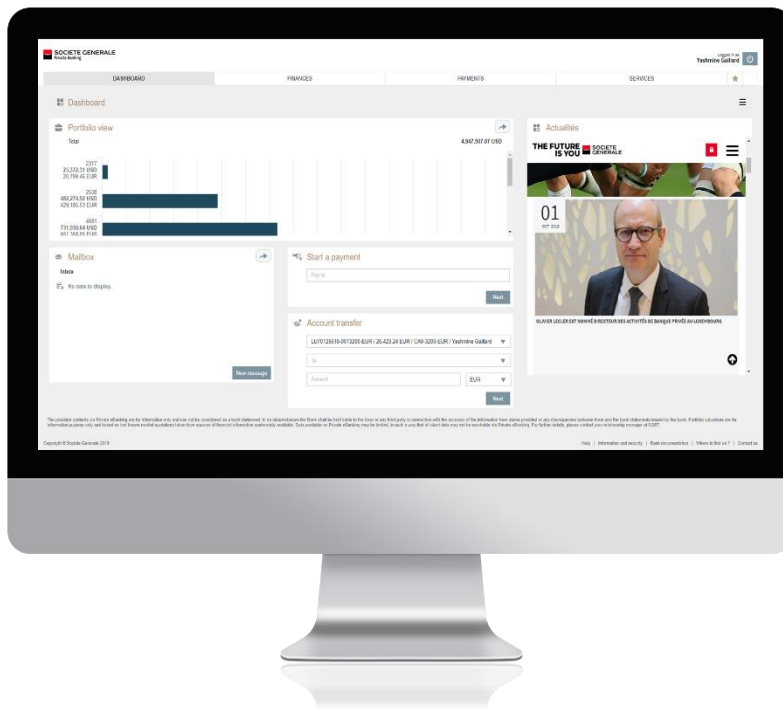
2.2 If you only have one device linked, simply check that the connection codes are the same and then press "Confirm" on your mobile.



3 A welcome message appears, inviting you to read and accept the "General Terms and Conditions" and the "Private eBanking Specific Terms and Conditions". Click on "Next" to access your personal eBanking.

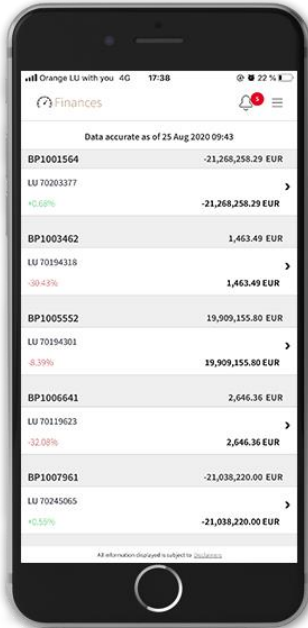


 **You are now connected to your personal eBanking.**

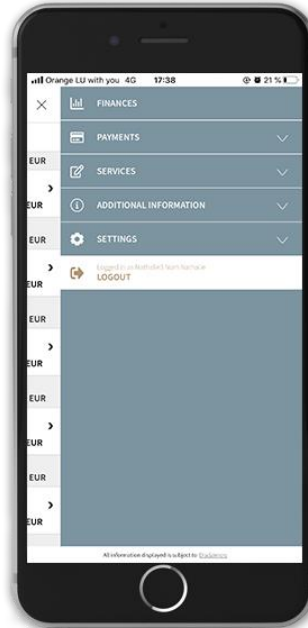


MOBILE PHONE LOGOUT

1 Press the menu ☰ at the top right.



2 Press the "LOGOUT" tab.



3 A logoff confirmation message appears. Press "Close" to return to the application's home screen.

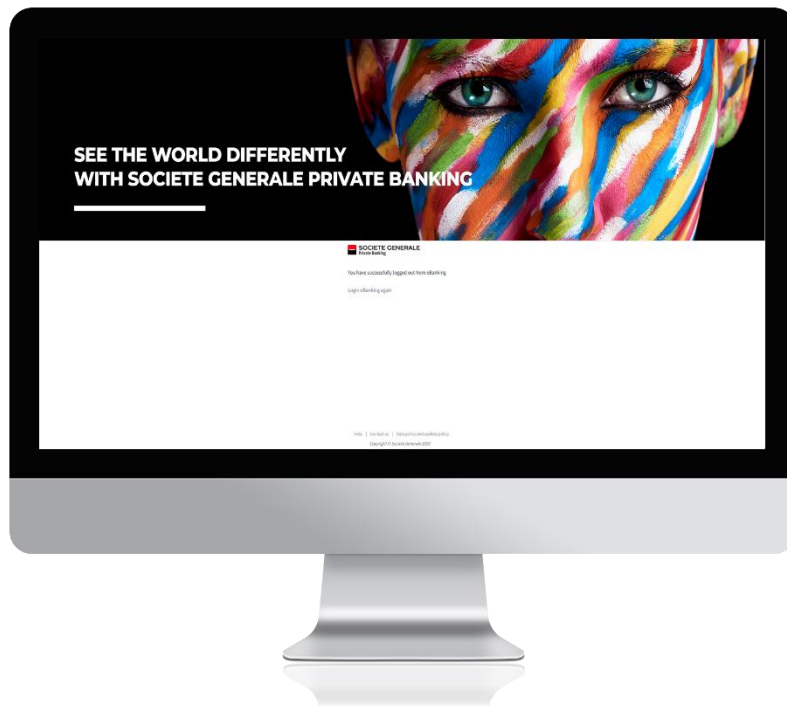


COMPUTER / TABLET LOGOUT

1 In your personal eBanking, click on the button  at the top right of your screen.

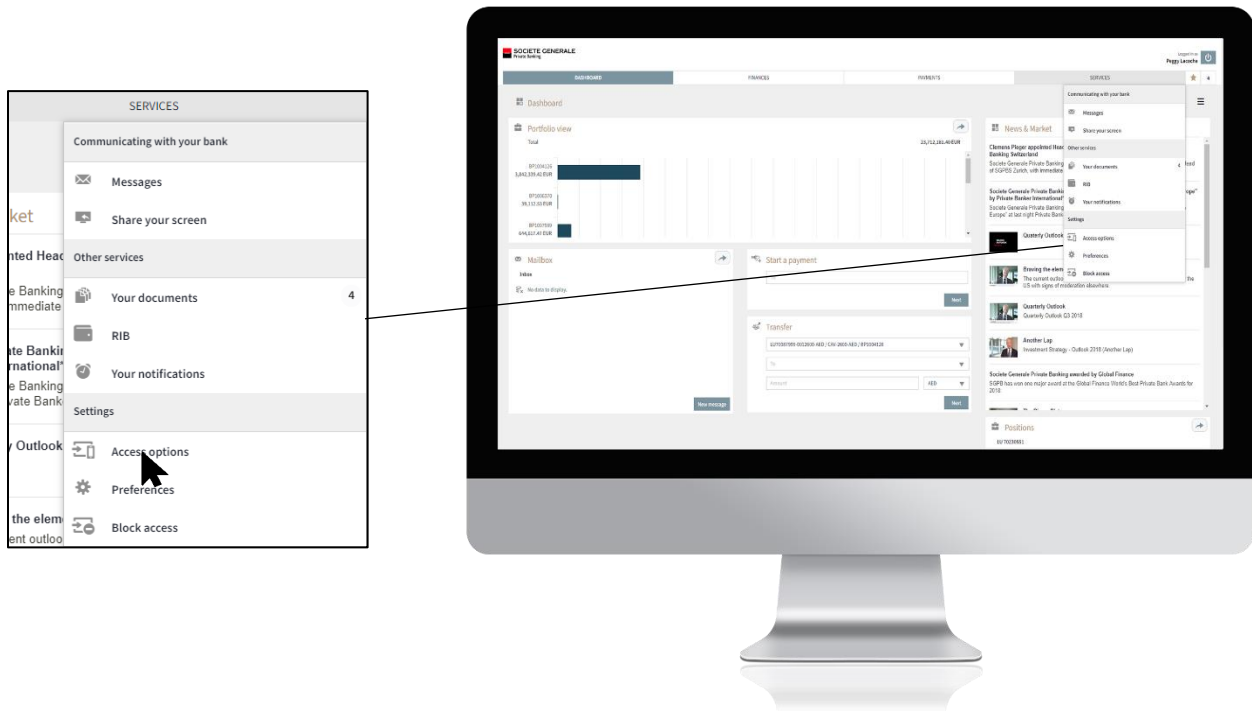


2 A logoff confirmation message appears.

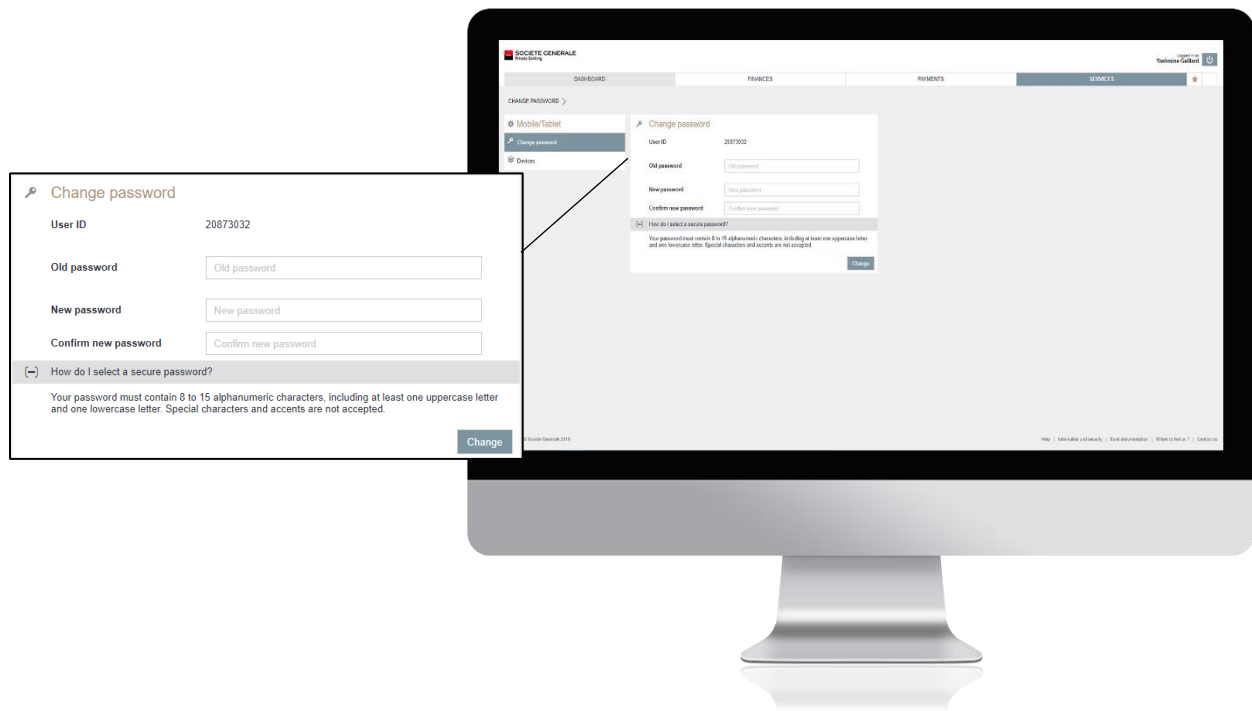


CHANGE THE PASSWORD (ONLY ON COMPUTER)

1 Go to the "Services" tab and select "Access options" under the "Settings" menu.



2 Click on "Change password", fill in the various free fields and click on "Change".

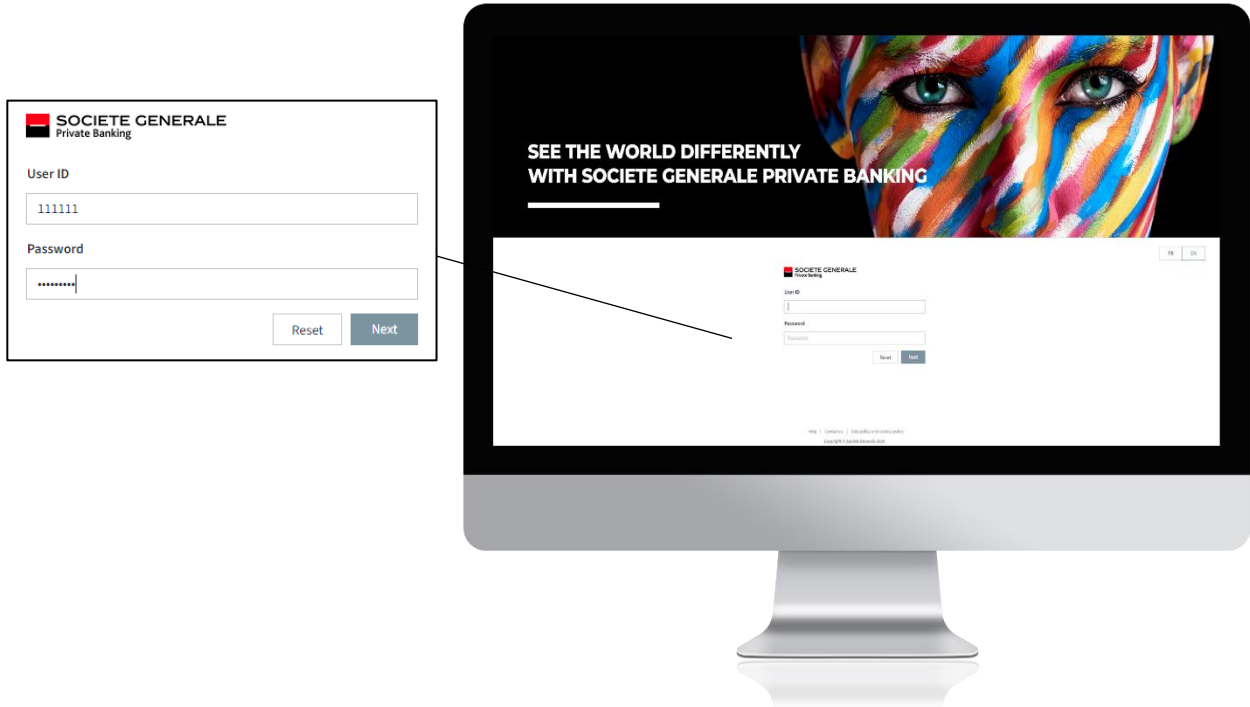


3 A confirmation message appears, click "OK".

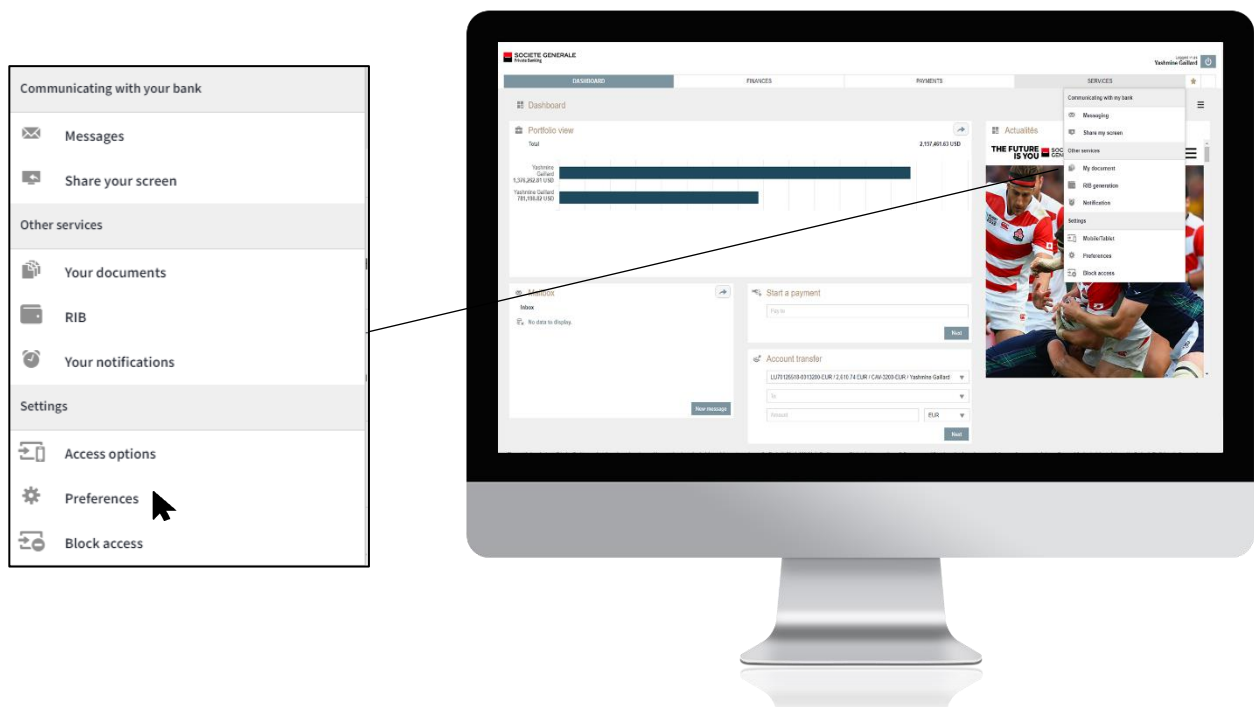


ADD A DEVICE TO A USER ID

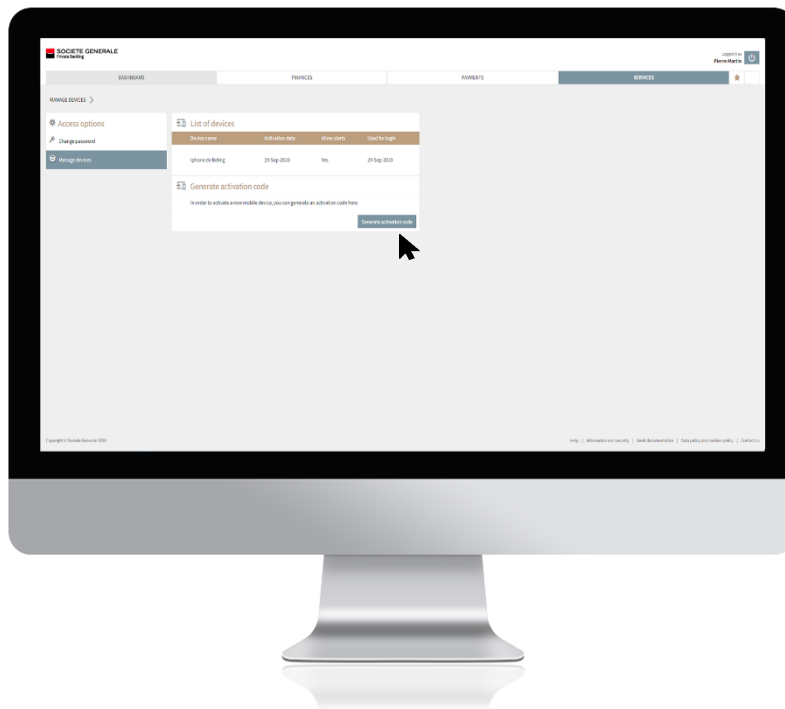
- 1** Connect to your personal eBanking via a computer (see page 12).



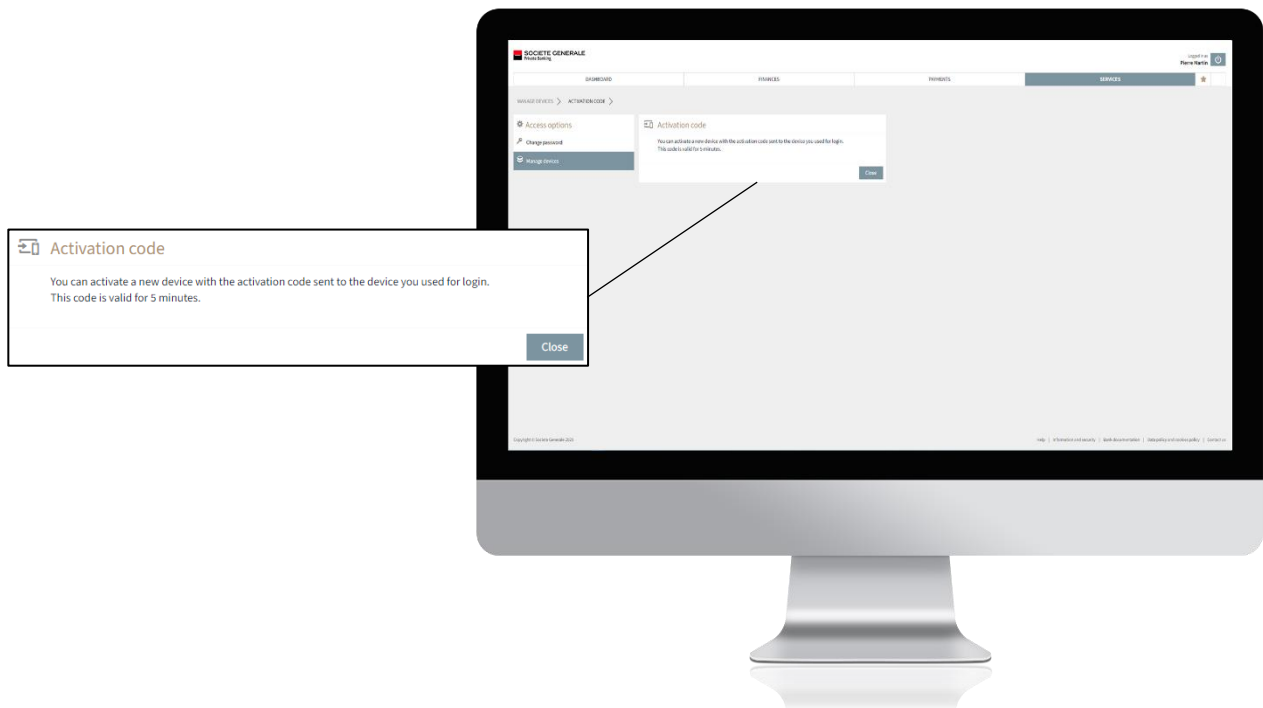
- 2** Go to the "Services" tab and select "Manage devices" under the "Preferences" menu.



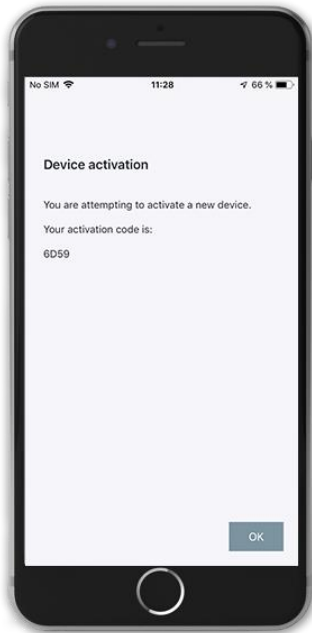
3 Click on the "Generate activation code" button. Please note that you can register a maximum of 3 devices.



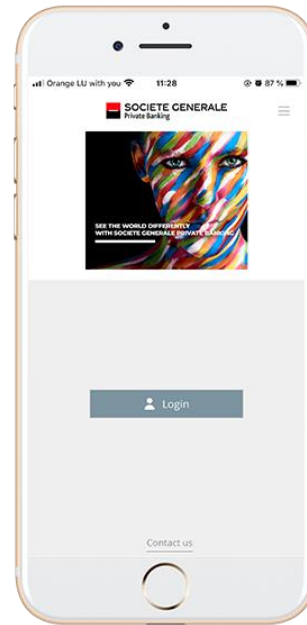
4 An activation code is generated and sent to the mobile phone you used to log in to your Private eBanking account.



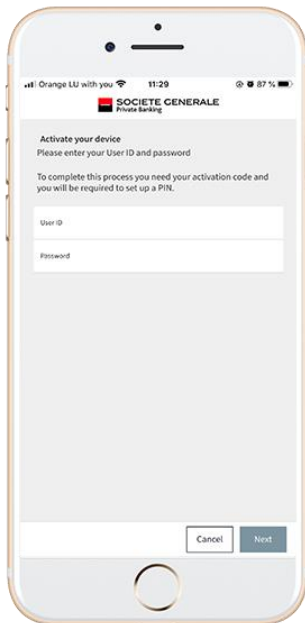
5 The code sent to your mobile is valid for 5 minutes.



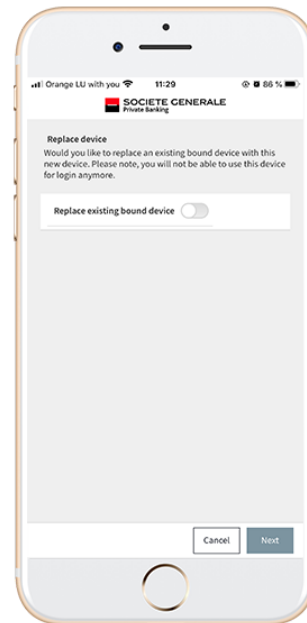
6 Take the device you wish to link to your User ID and open the "eBanking SG Luxembourg" application that you have downloaded beforehand.



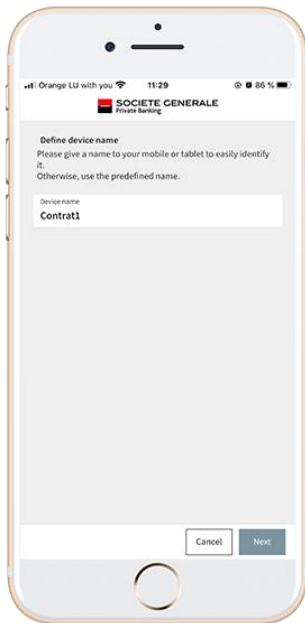
7 Fill in the fields with the User ID and password you wish to link to the new device.



8 If you wish to replace the device currently linked to your User ID with this new device, tick "Replace an existing connected device", otherwise press "Next".



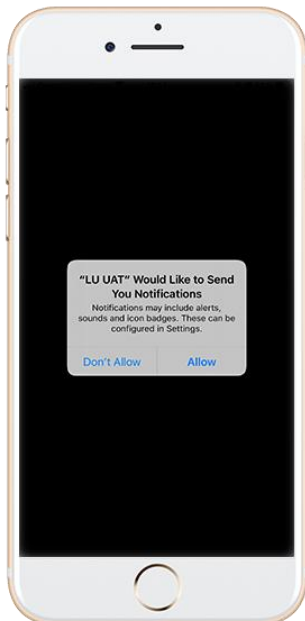
9 Choose a name for your device and press "Next".



10 Fill in the activation code (which was sent in step 5) and press "OK".



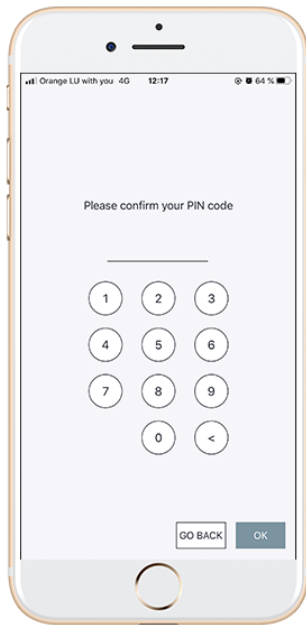
11 Allow the receipt of notifications. Refusal will prevent receipt of the activation code required for each connection.



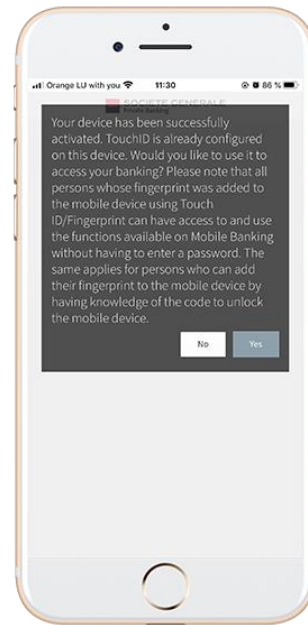
12 Set a 6-digit PIN code and press "OK".



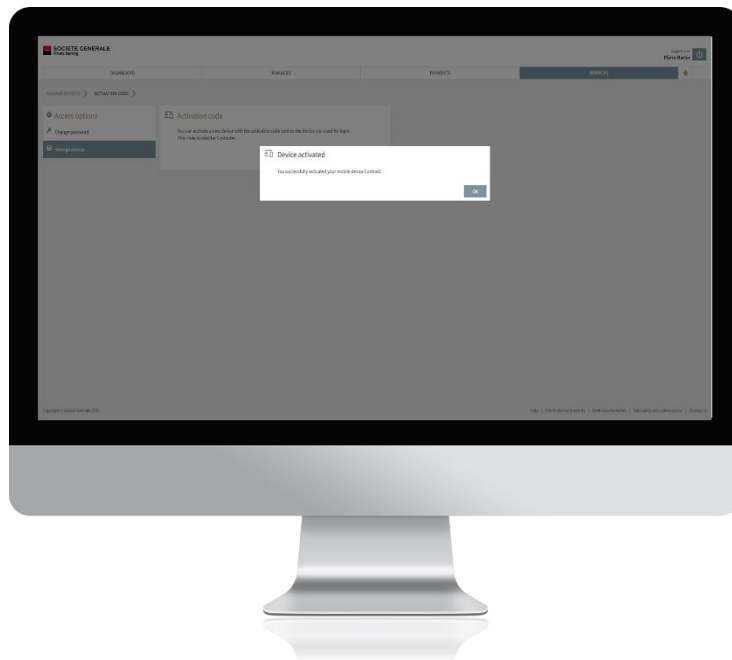
13 Confirm your 6-digit PIN code and press "OK".



14 If facial or fingerprint recognition is available on your mobile, you can authorize its use.

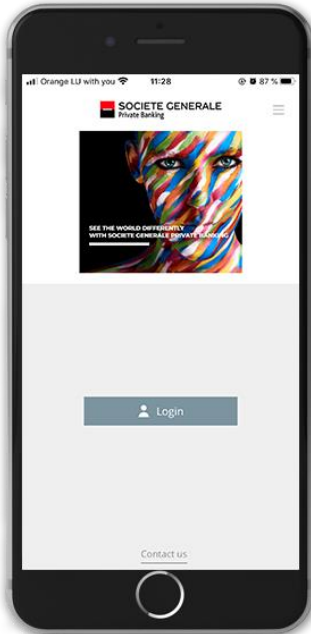


15 You will receive an activation confirmation message on your computer. Click "OK" to finish.



ADD A USER ID TO A DEVICE THAT IS ALREADY LINKED

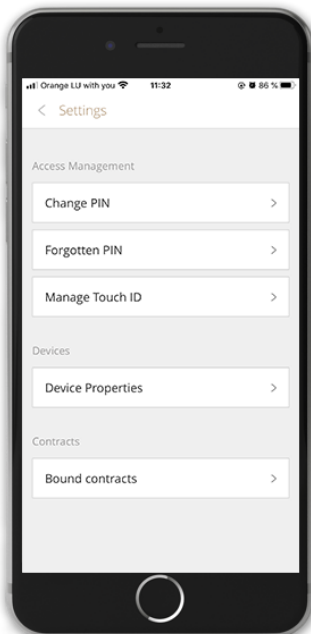
1 Go to the menu ☰ at the top right.



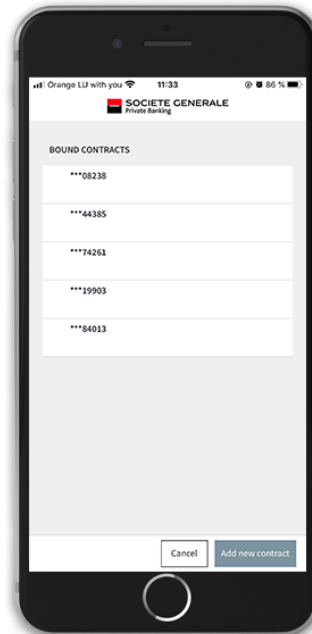
2 Then select "Settings".



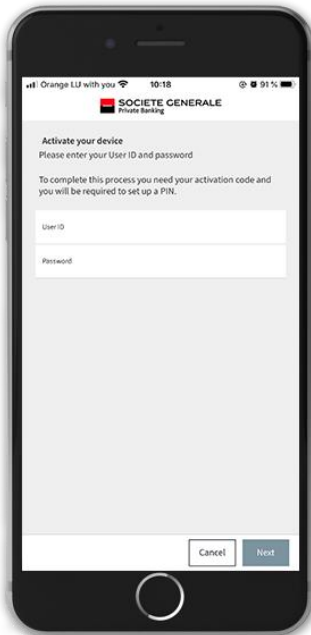
3 Select "Bound contracts".



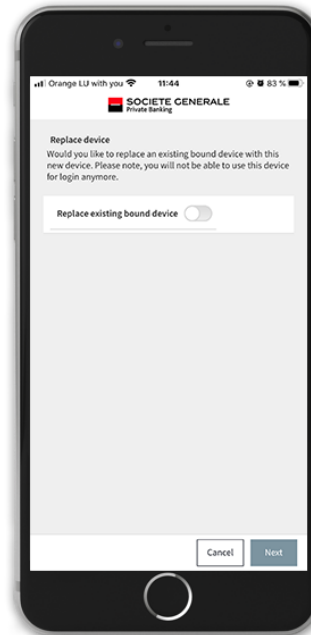
4 Select "add new contract" at the bottom right. You cannot have more than 10 contracts.



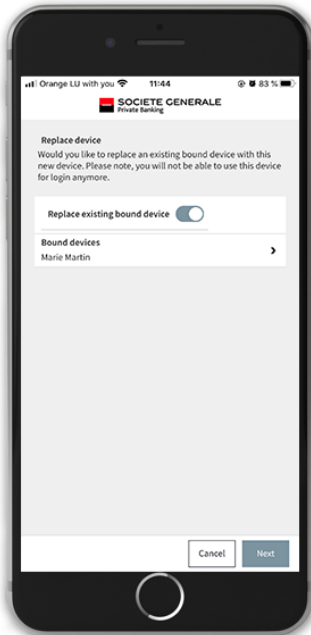
5 Enter the User ID and password of the contract that you wish to add.



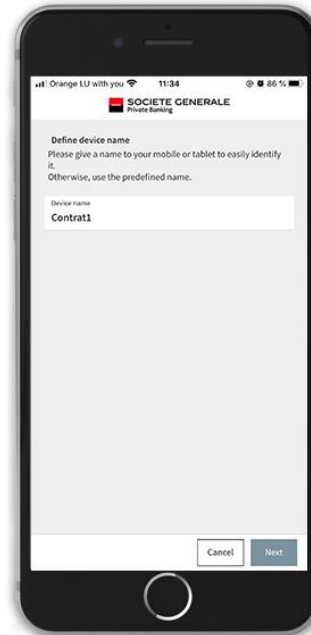
6 If more than 3 devices are linked to the contract, you must replace one of them.



7 Select the device you want to replace and press "Next".



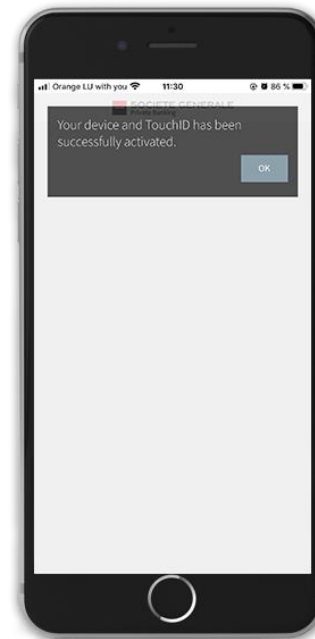
8 Choose a name for the new device to link and press "Next".



9 Follow steps 1 to 4 in the previous section "Add a device to User ID".

10 Enter the password generated on the computer.

11 Your device is now linked to this contract.



THE DASHBOARD ON COMPUTER

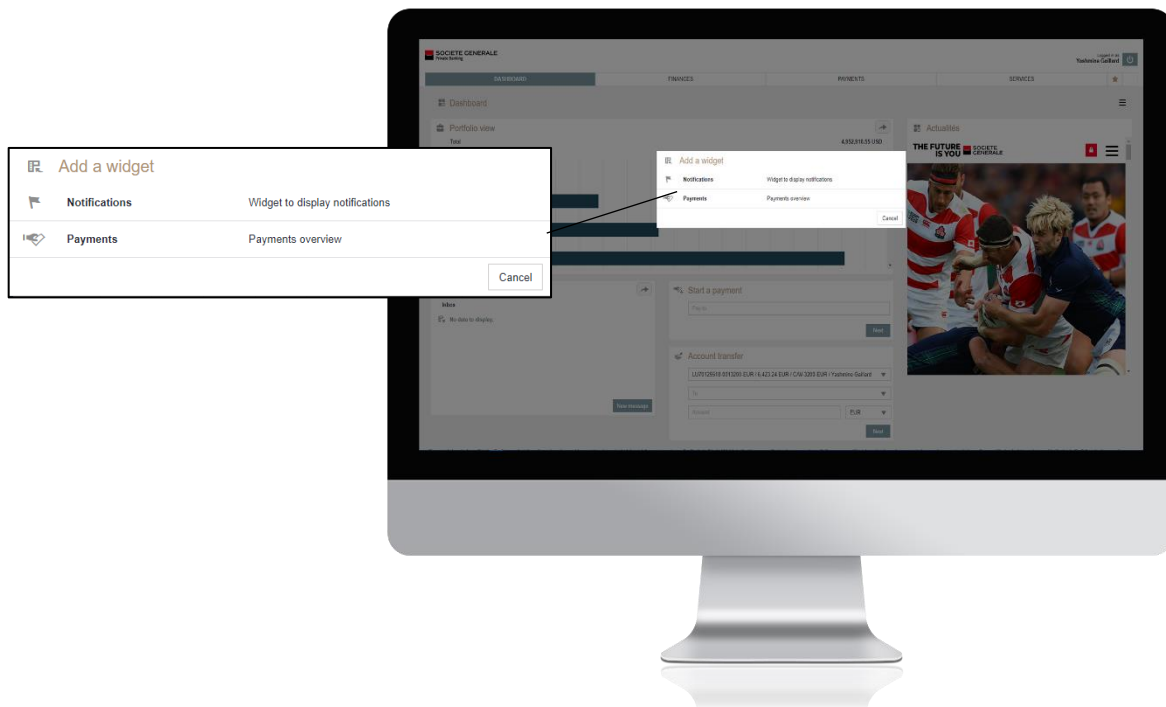
The dashboard is made up of "widgets" that allow you to have an overview of your assets, access your mailbox, consult the bank's news and make transfers without going through the "Payments" menu.

ADD A WIDGET

1 Click on the menu  at the top right and select "Add a Widget".

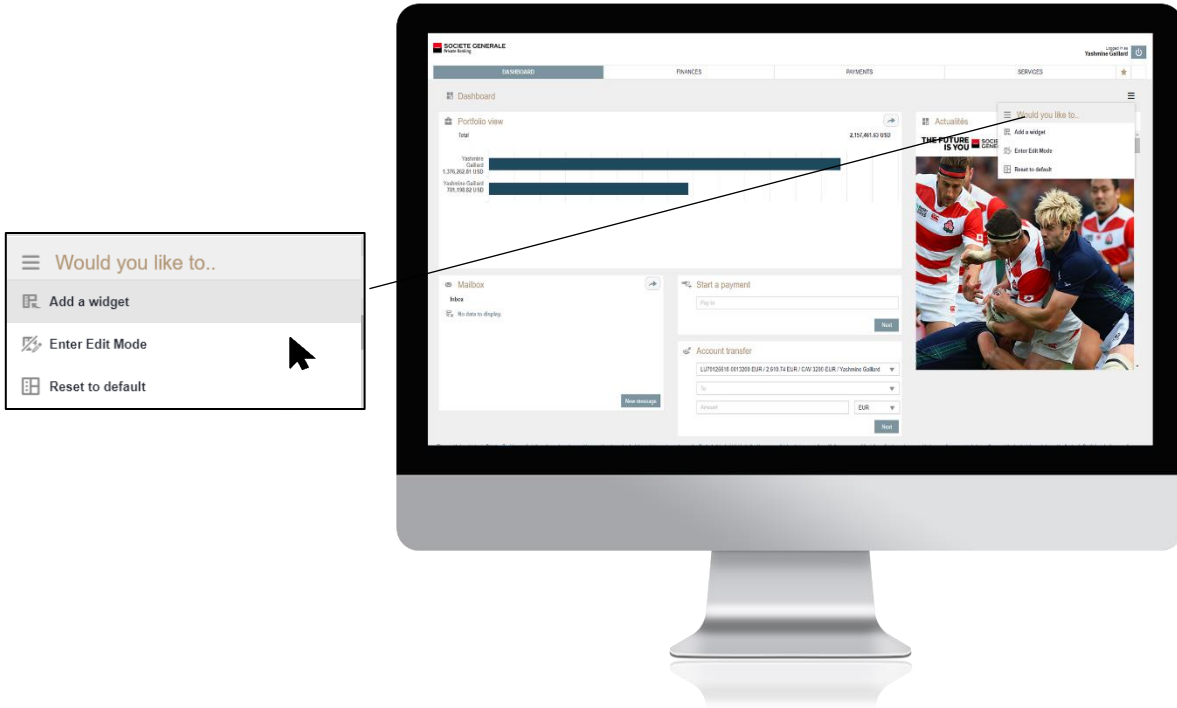


2 Select the different widgets you want to add to your dashboard, they will appear automatically.

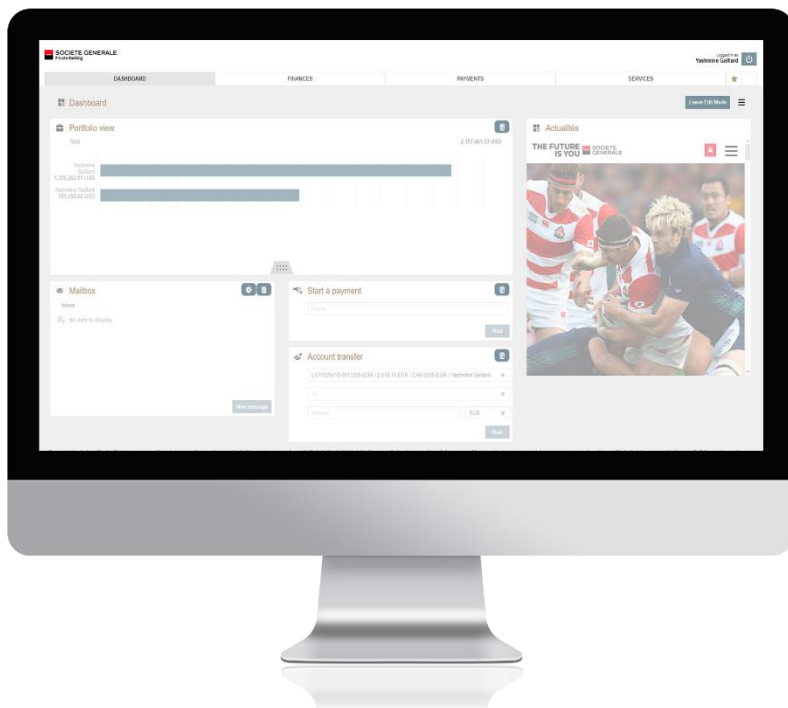


DELETE WIDGET

- 1 Click on the menu  at the top right and select "Enter edit mode".

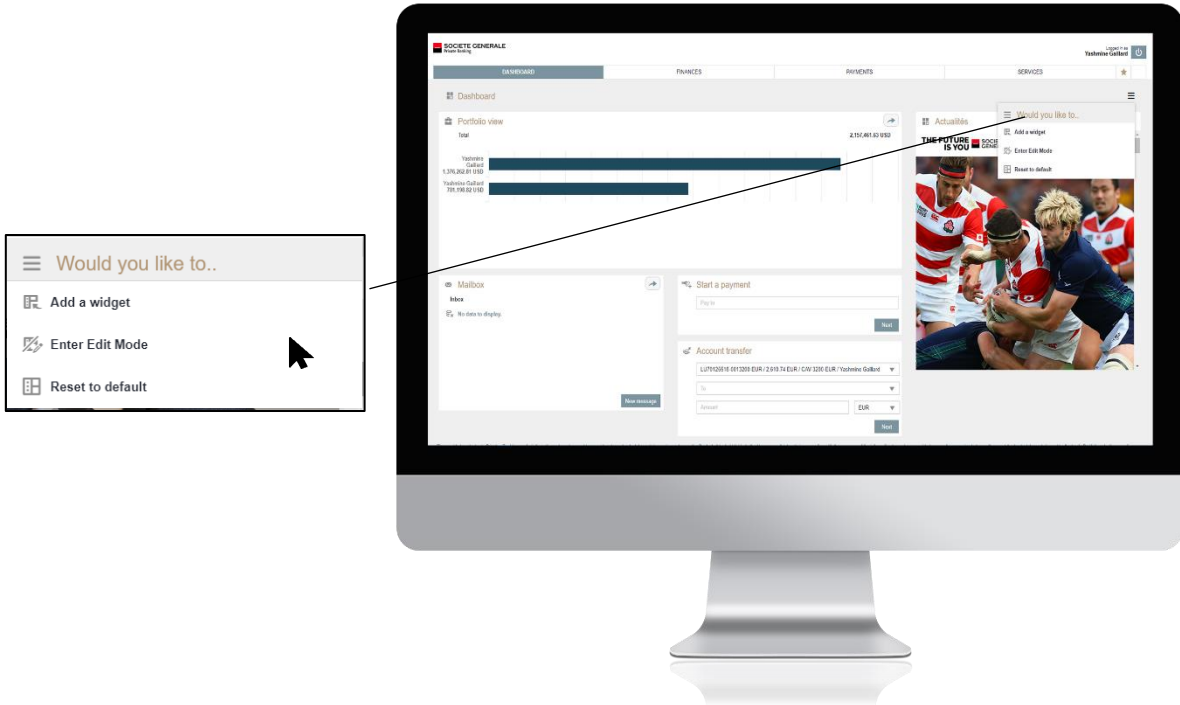


- 2 Click on the icon  in the top right corner of the widget you want to delete. The widget will disappear instantly.

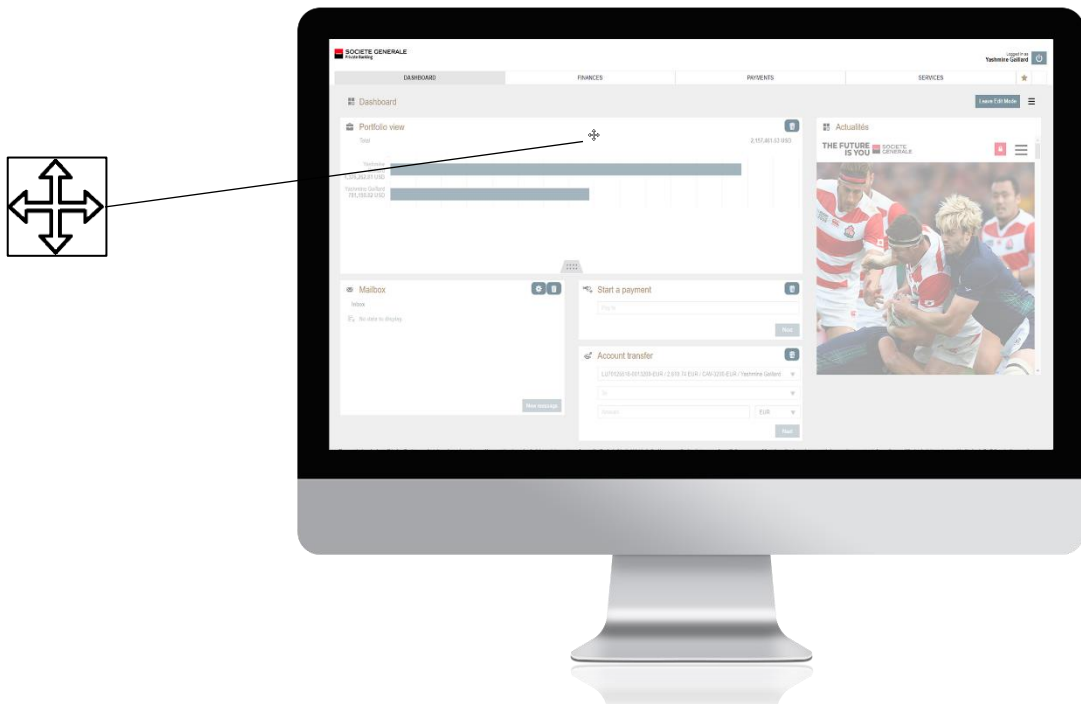


MOVE WIDGET

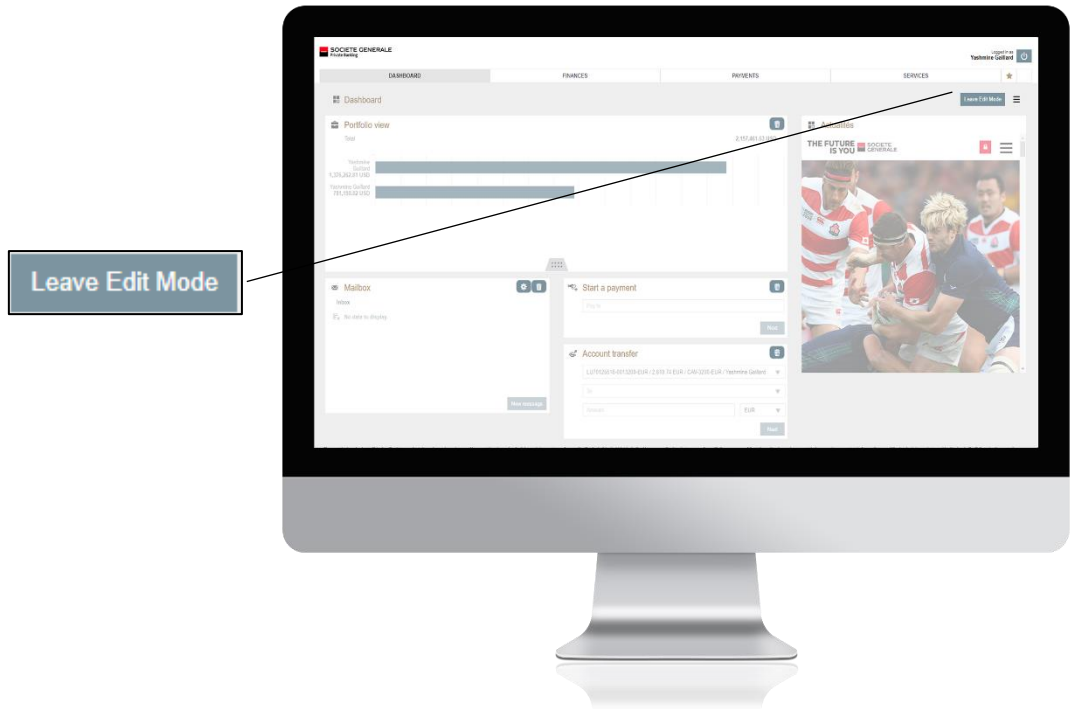
- 1 Click on the menu  at the top right and select "Enter Edit Mode".



- 2 Place your cursor over the title of the widget you want to move and position the widget where you want it to be.

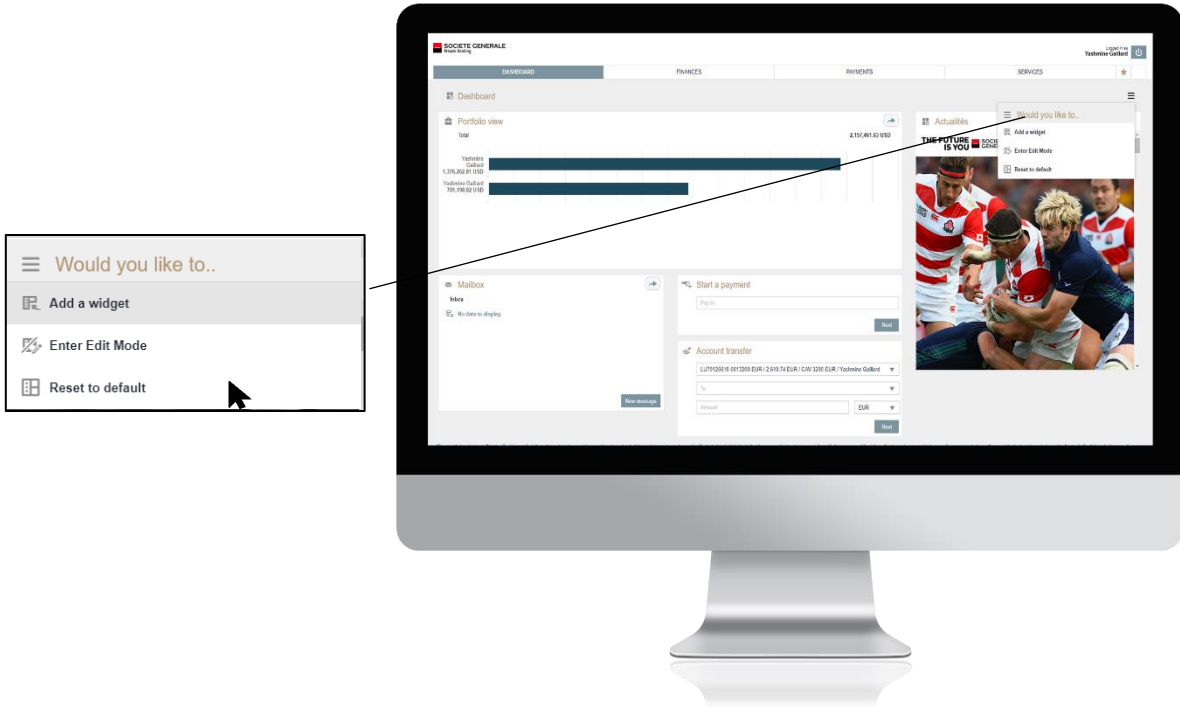


3 Once you have made your changes, click on "Leave Edit Mode" to validate them.



RESET THE DASHBOARD

- 1 Click on the menu  at the top right and select "Reset to default". Your dashboard will be reset immediately.



FINANCES

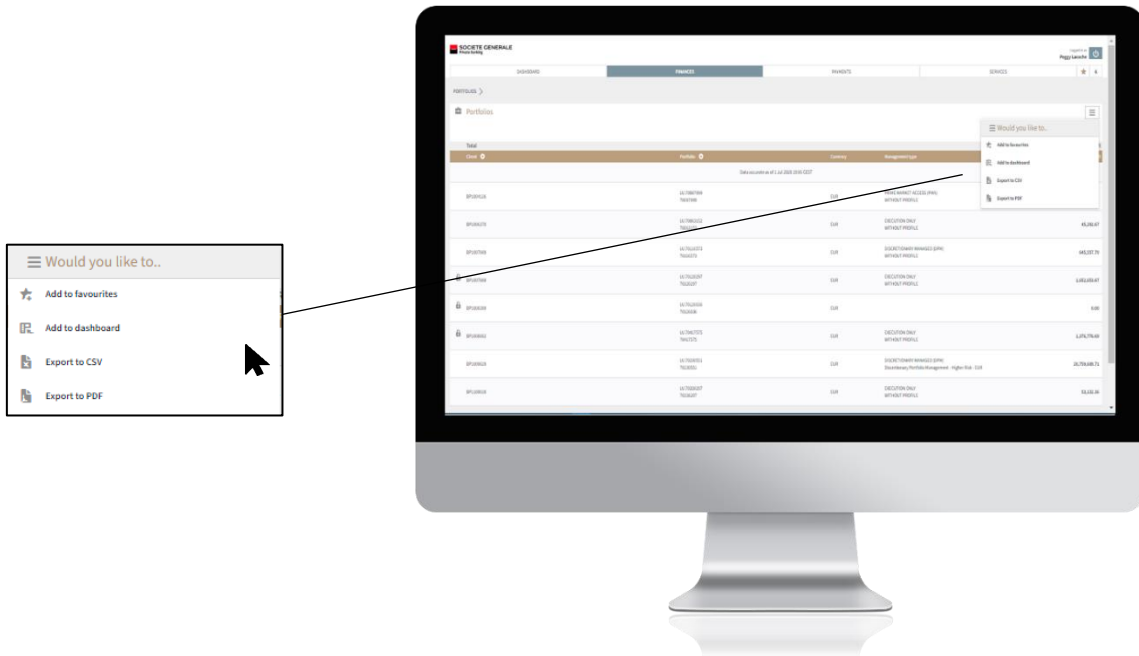
CHOOSE TO DISPLAY A SPECIFIC PORTFOLIO ON COMPUTER

- 1 Click on the drop down menu « All clients » at the top right and select the desired portfolio.



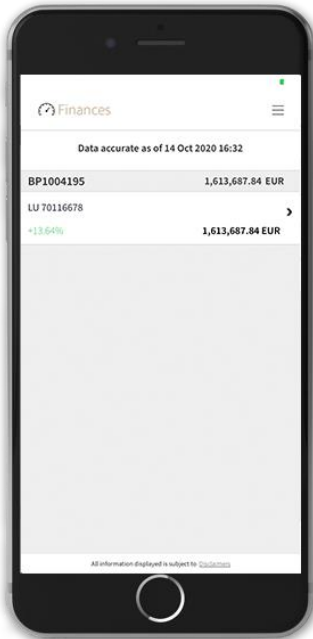
CHOOSE AN ACTION ON COMPUTER

- 1 Click on the ☰ menu at the top right and then select the desired action.

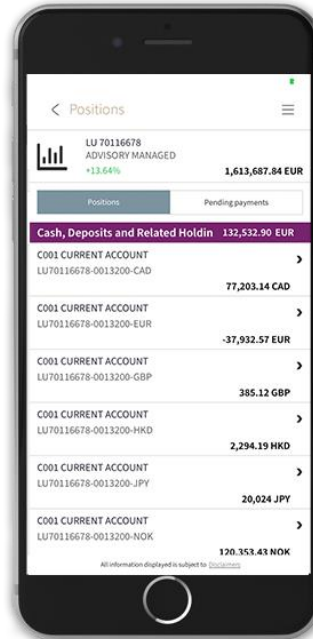


VIEW A PORTFOLIO ON MOBILE PHONE

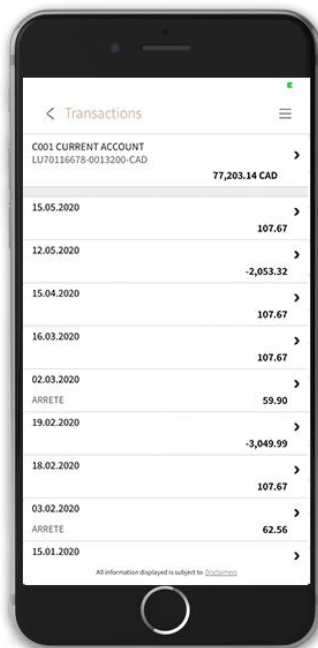
1 From the home page "your accounts", click on the desired portfolio.



2 This provides you with a general overview of the positions in your portfolio. To display the details of a position, click on the desired line.



3 This provides you with a detailed view of the position.



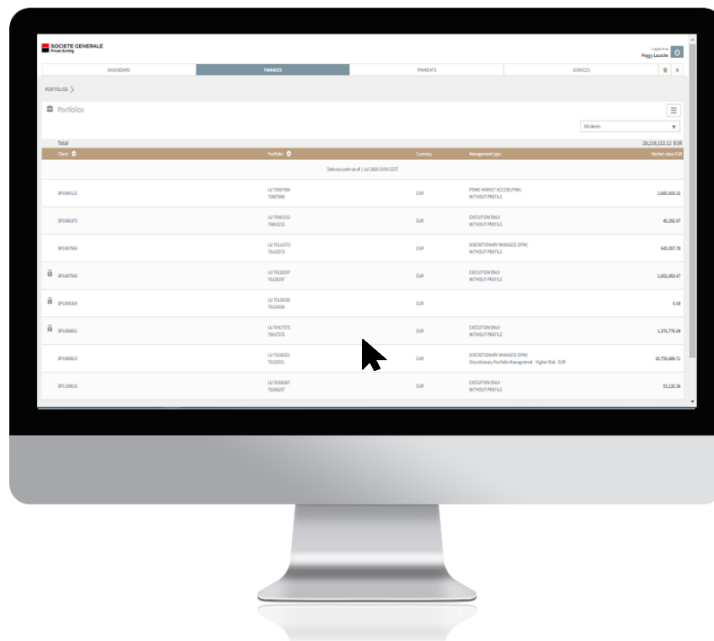
CHOOSE A PORTFOLIO TO DISPLAY ON COMPUTER

- 1 Click on the "All Clients" drop-down menu at the top right and select the desired portfolio.

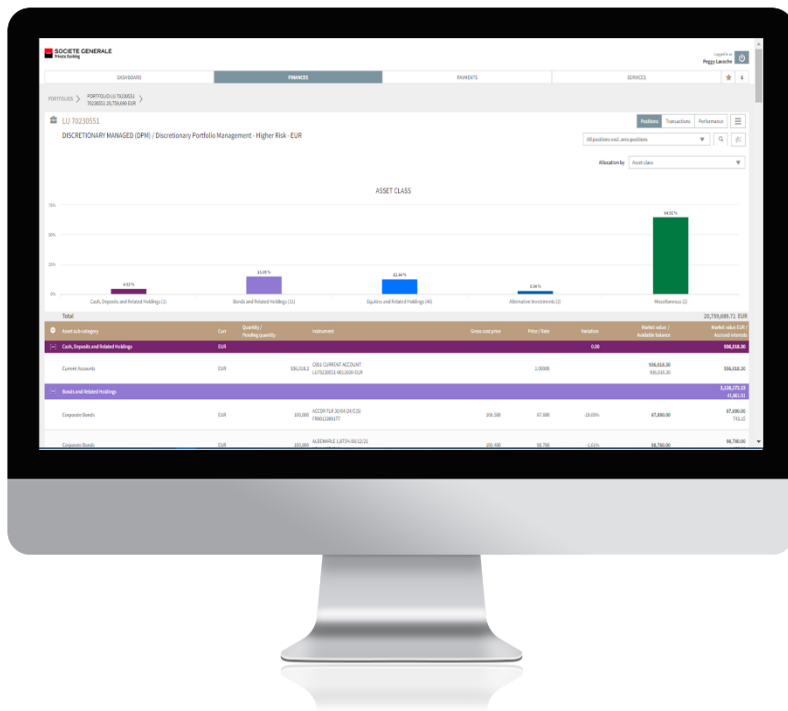


VIEW A PORTFOLIO ON COMPUTER

- 1 Click on the line of the desired portfolio.

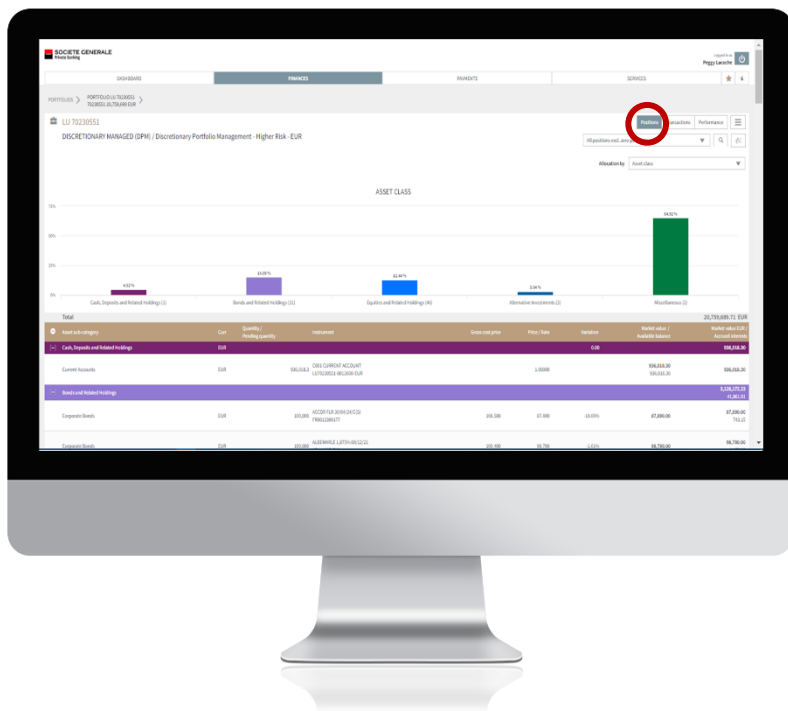


2 This provides you with an overview of the portfolio.



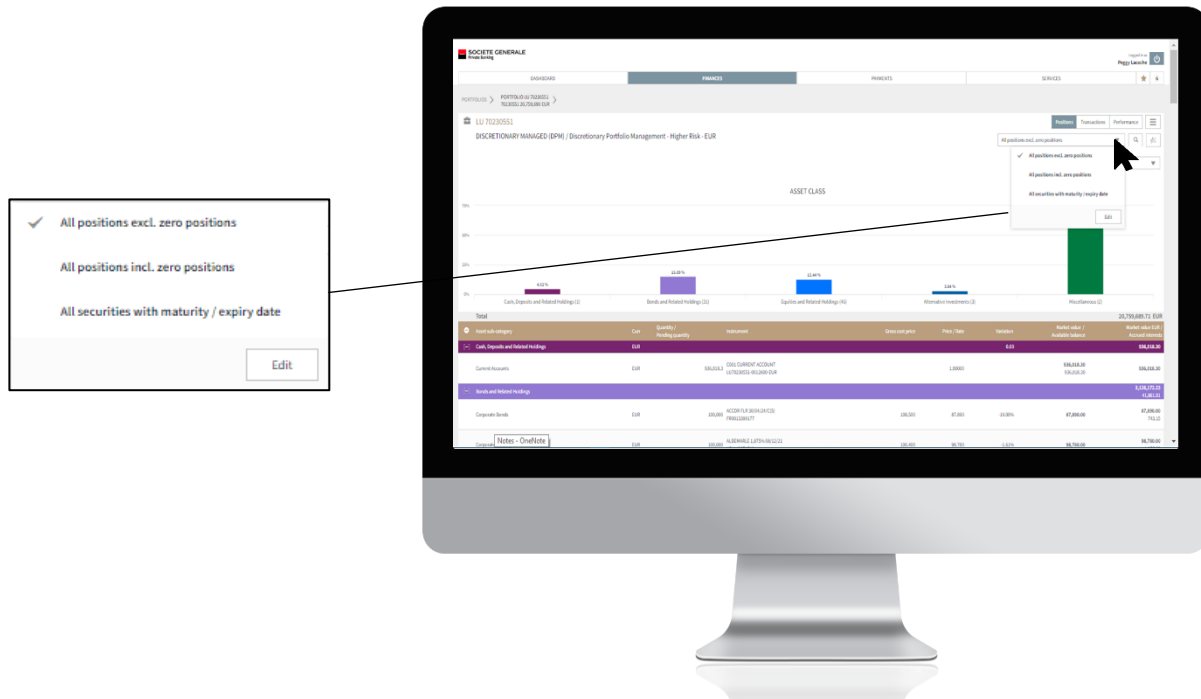
VIEW PORTFOLIO POSITIONS ON COMPUTER

1 In the general overview, the portfolios are by default displayed by position.

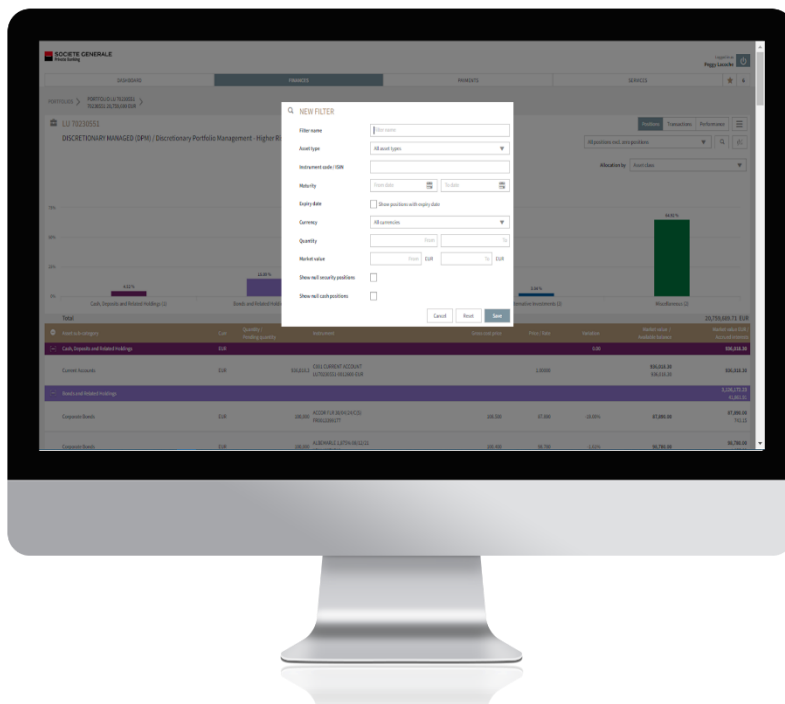


FILTER PORTFOLIO POSITIONS ON COMPUTER


- 1** To sort the positions (excluding zero positions, including zero positions, or customize, click on the corresponding drop-down menu. Then select the desired filter.

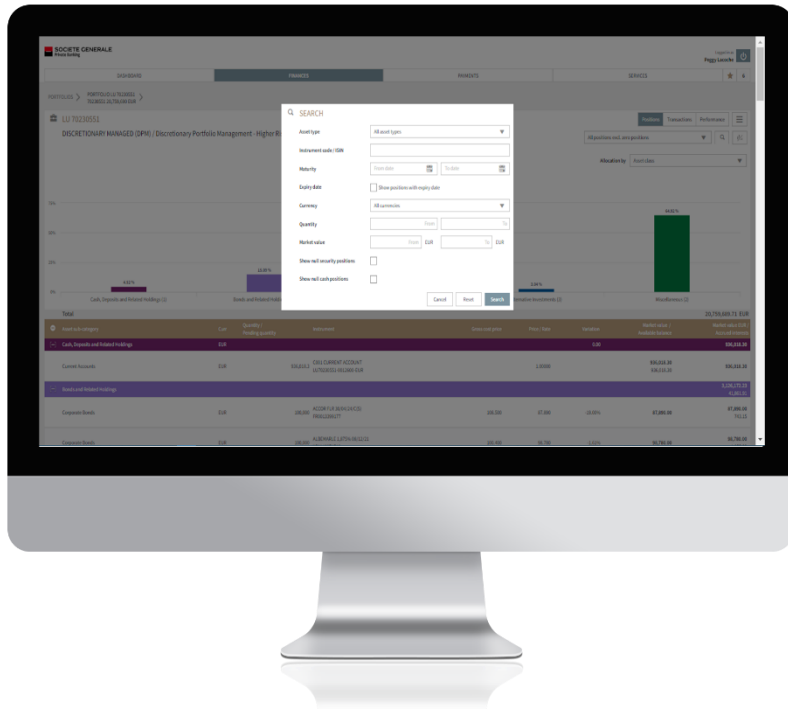


- 2** To create a custom filter, click on "edit" and then "new". Adjust the settings to suit your needs and then click on "Save".



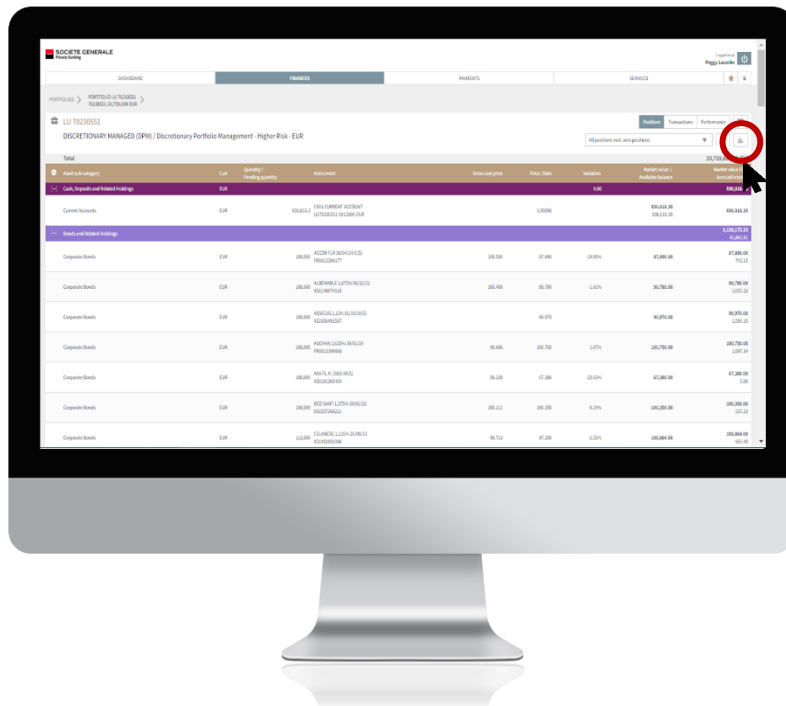
PERFORM PORTFOLIO POSITIONS SEARCH ON COMPUTER

- To do an advanced search, click on the  icon, on the right side of the screen. A setup window will open. Adjust the parameters according to your needs and then click on "Search".



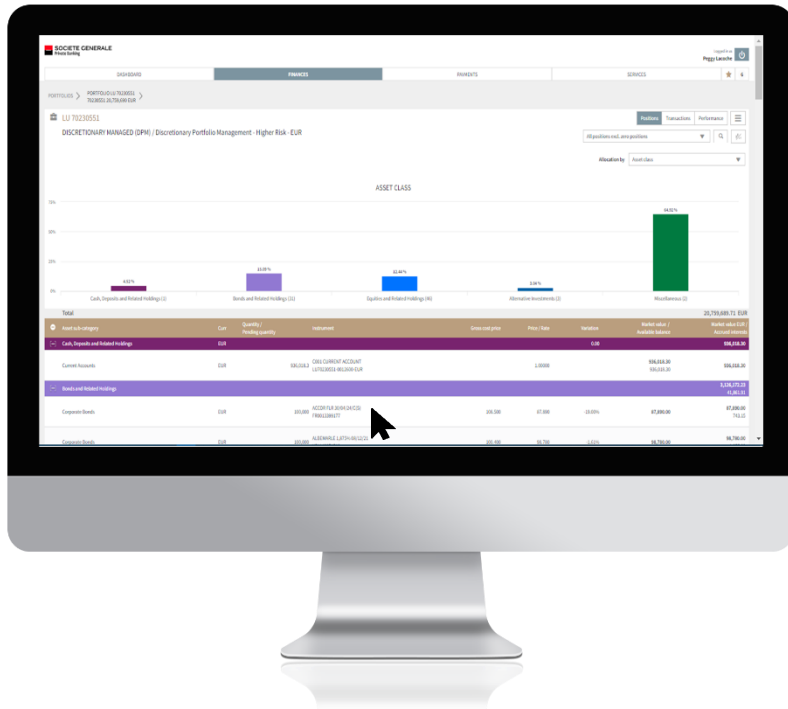
SHOW / HIDE GRAPHICS ON COMPUTER

- To show/hide the graph, click on the  icon.

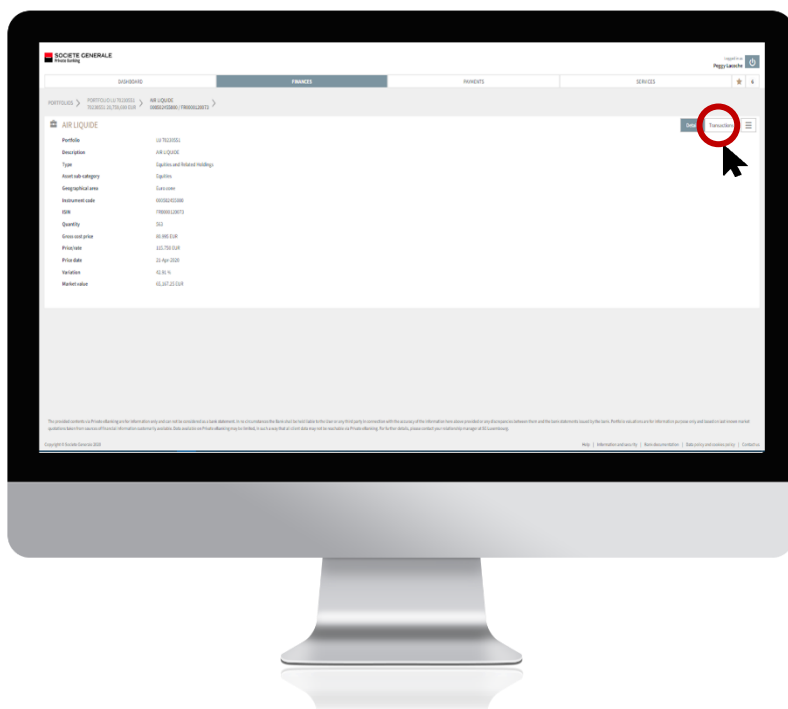



DISPLAY THE DETAILS OF AN ALLOCATION ON COMPUTER

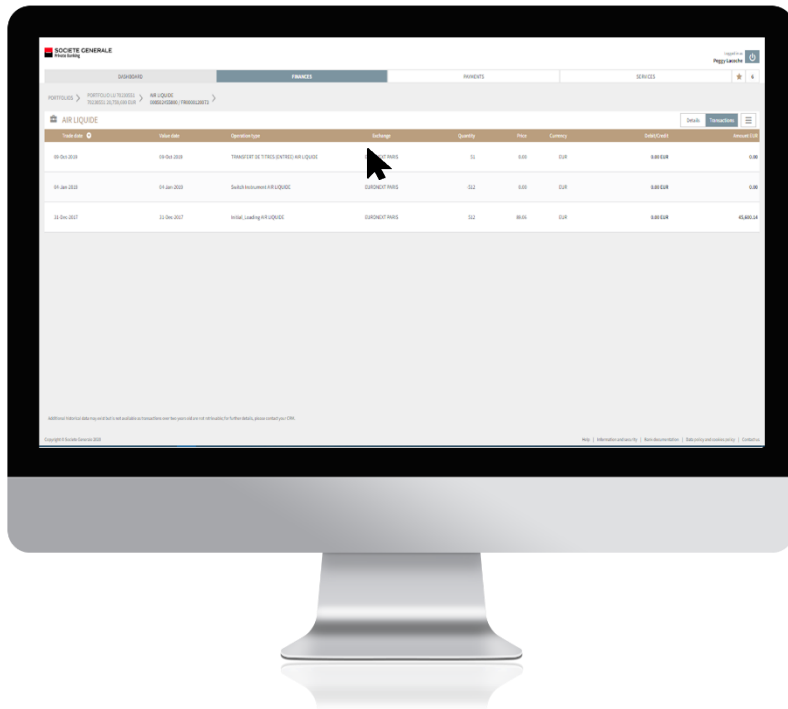
1 To display the details of each allocation, click on the desired line.



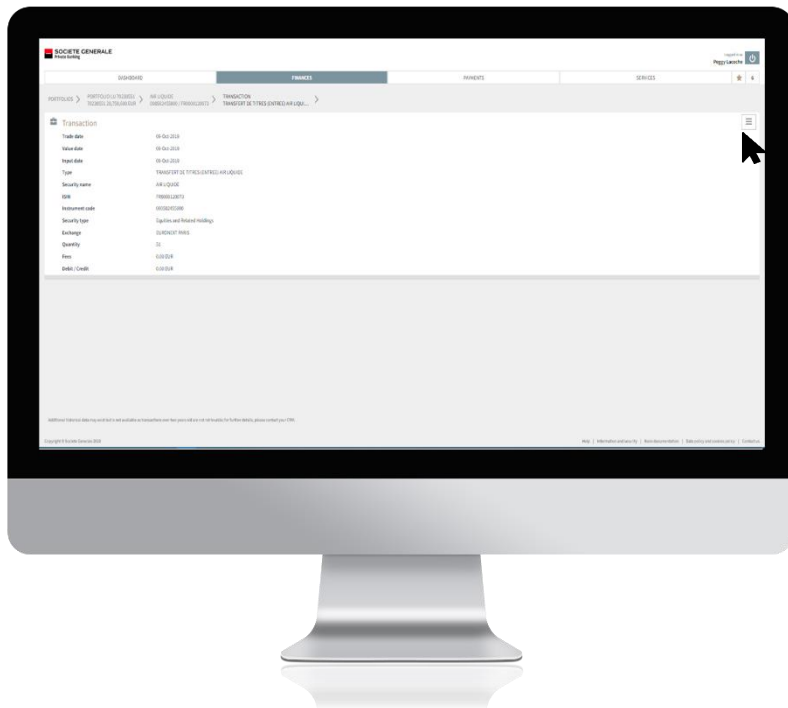
2 To add it to your favorites or export it in PDF format, click on the  icon. To view the list of transactions completed, click on the "transactions" tab.



3 To add the list to your favorites, to show/hide certain columns, to export the list in CSV or PDF format, click on the  icon. To obtain the details of a transaction, click on the desired line.

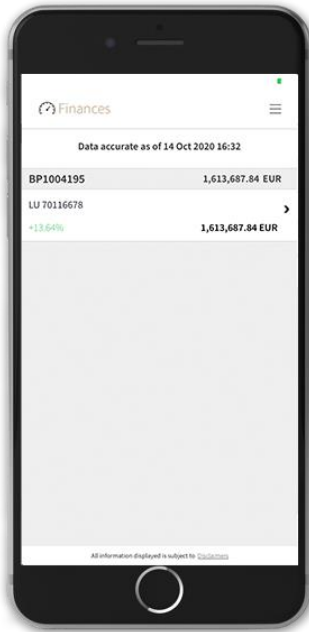


4 To export the transaction details as a PDF file, click on the  icon.

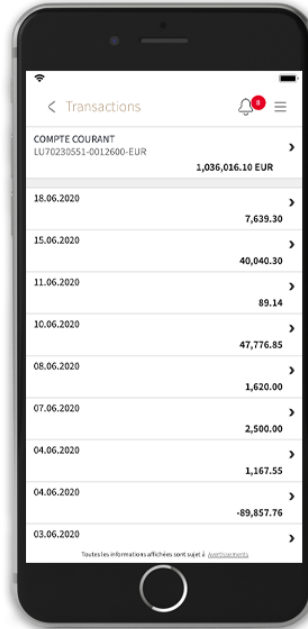


VIEW DETAILS OF TRANSACTIONS ON MOBILE PHONE

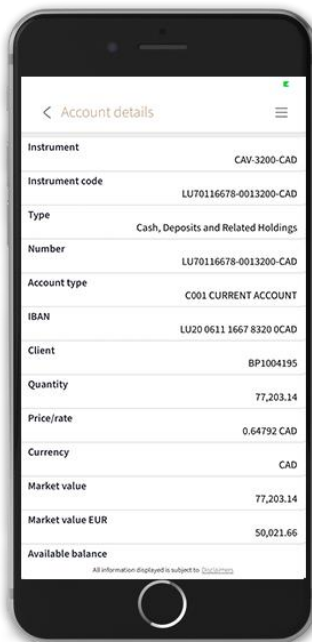
1 Go to the general overview of your portfolio and select the desired position.



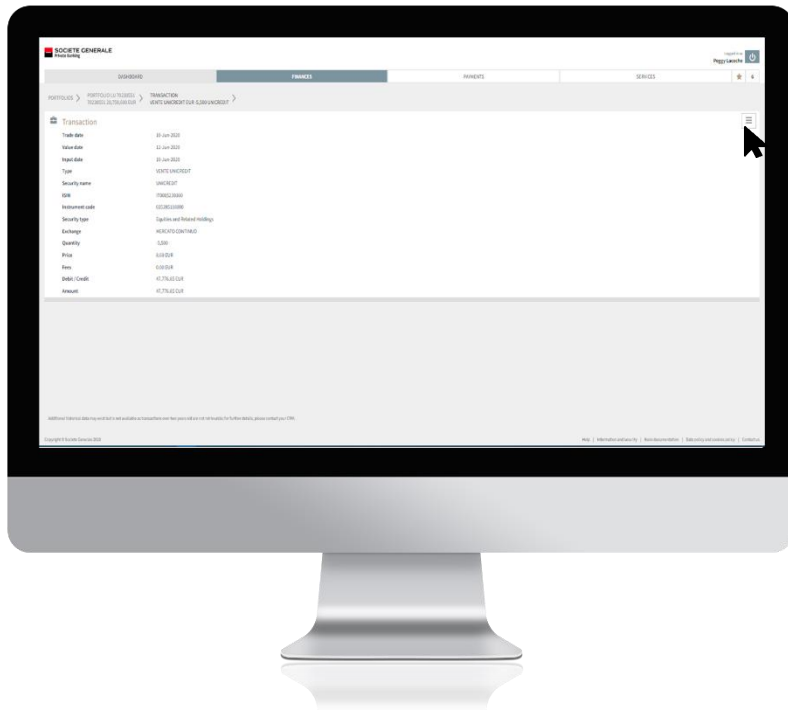
2 In the portfolio overview, click on the desired line to display the transactions.



3 This gives you the details of the transaction.

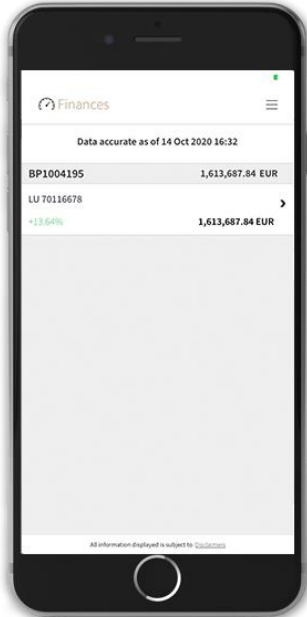


3 To export it in PDF, click on the  icon.

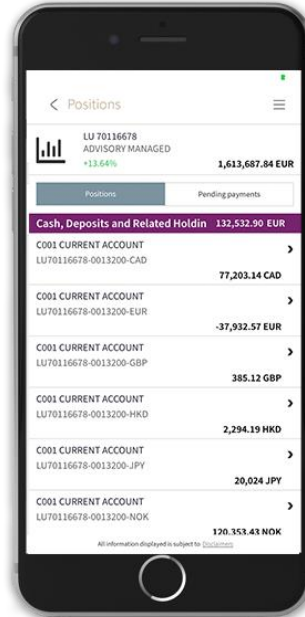


VIEW PERFORMANCE ON MOBILE PHONE

1 You can view the overall performance of your accounts in the "Your accounts" section.

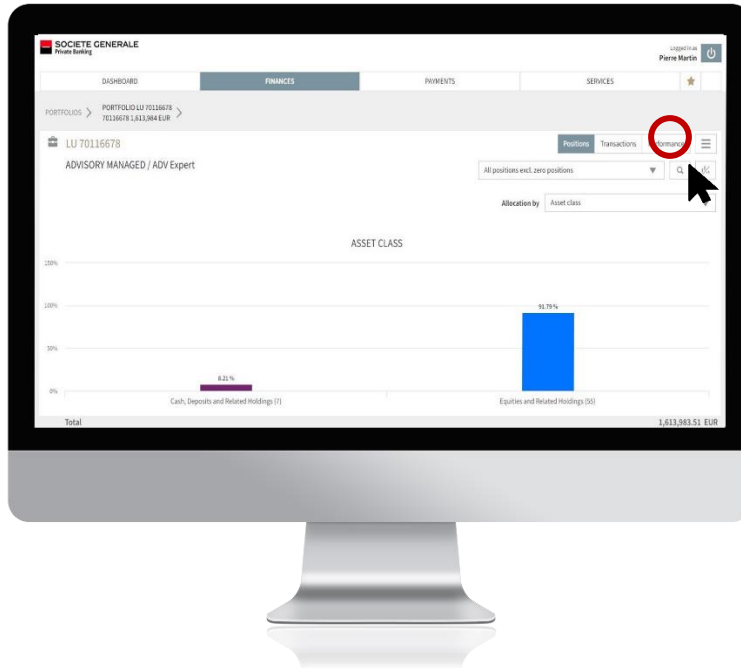


2 By clicking on the desired account, you can view the performance of the positions in your portfolio.

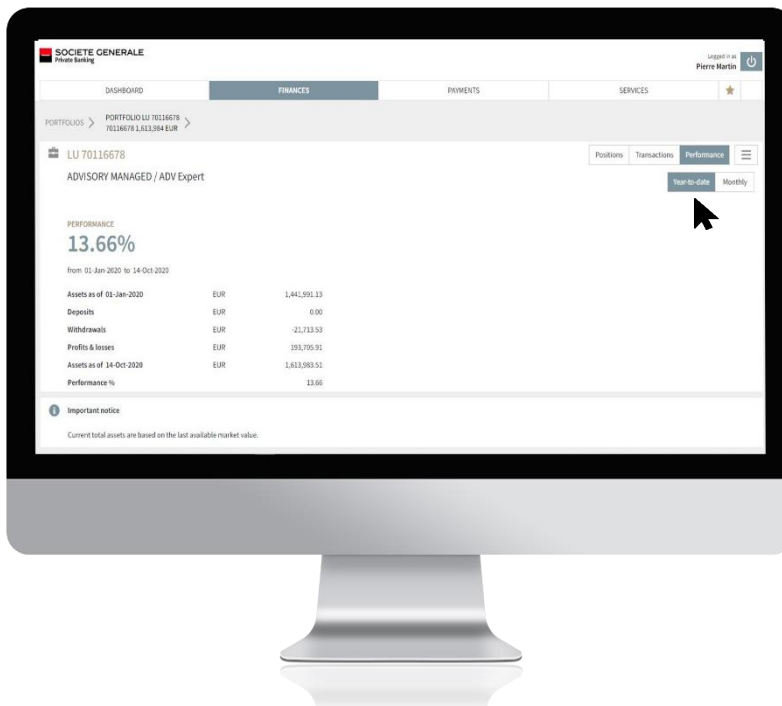


VIEW PERFORMANCE ON COMPUTER

- 1 From the main view of your portfolio, click on the "performance" tab in the top right-hand corner.

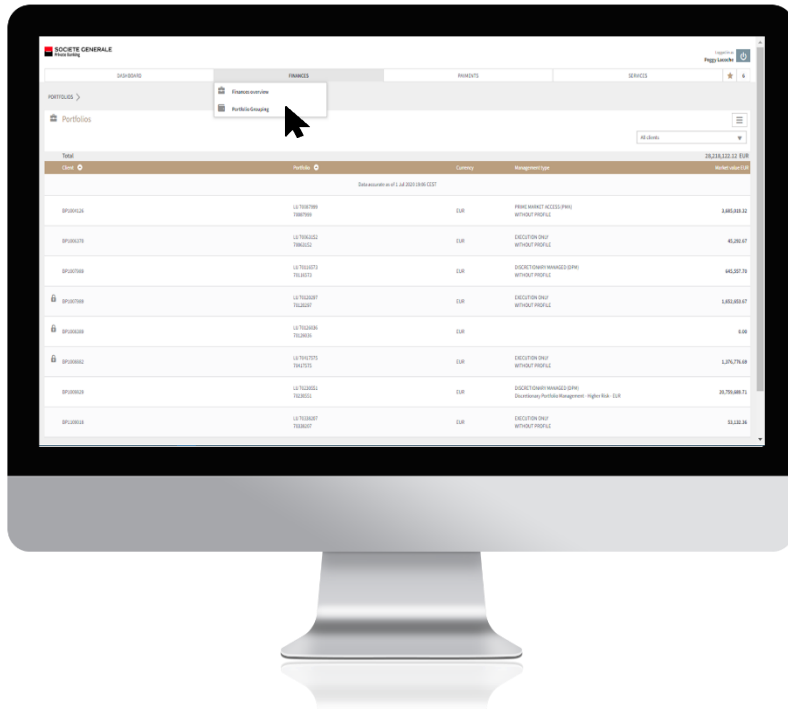


- 2 To display the monthly performance, click on the corresponding tab.

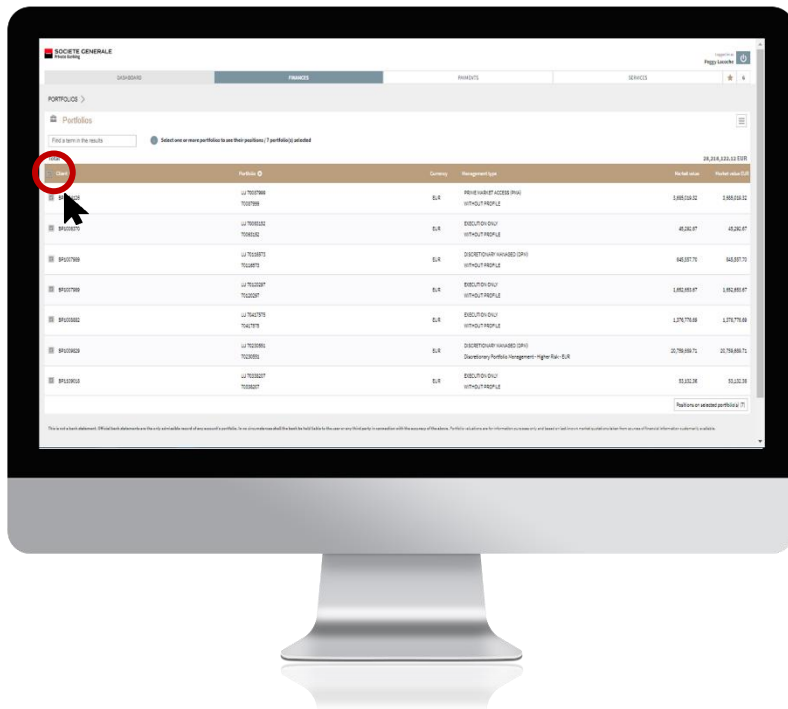


ACCESS TO THE SYNTHETIC VIEW OF YOUR PORTFOLIO

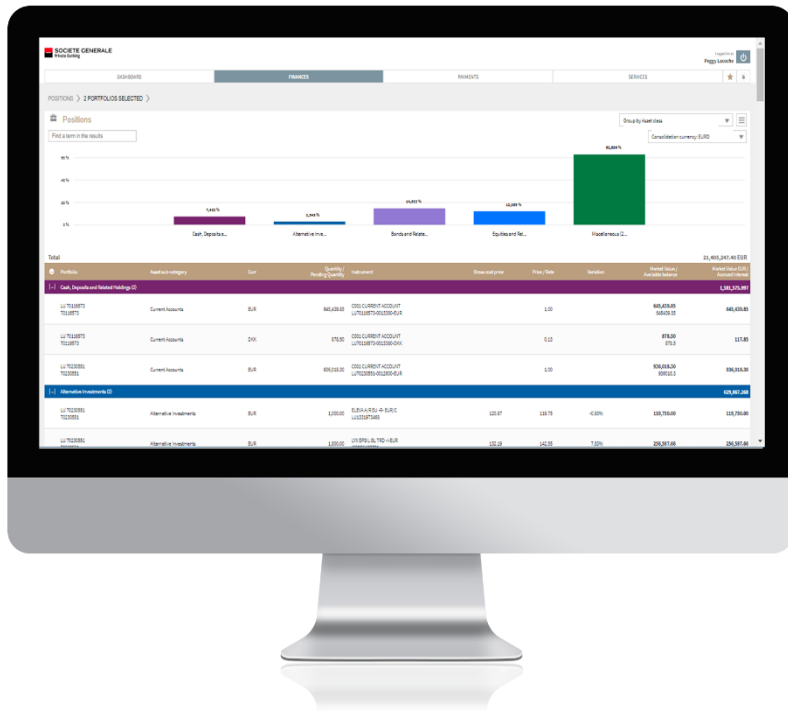
- 1 Place your cursor on the "Finance" drop-down menu and click on "synthetic view".



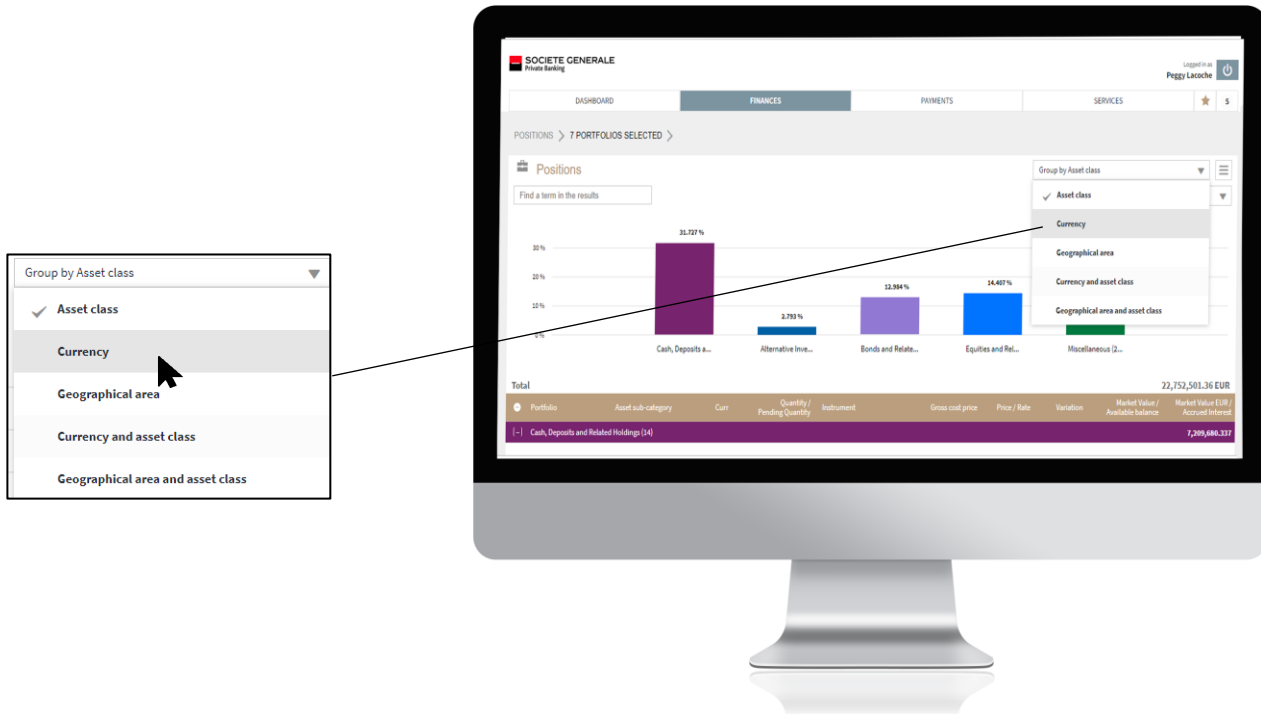
- 2 The portfolios are automatically all checked, if you want to uncheck them quickly, click on the box in the header line. Select one or more portfolios then click on "positions on selected portfolio(s)" at the bottom right of the page.




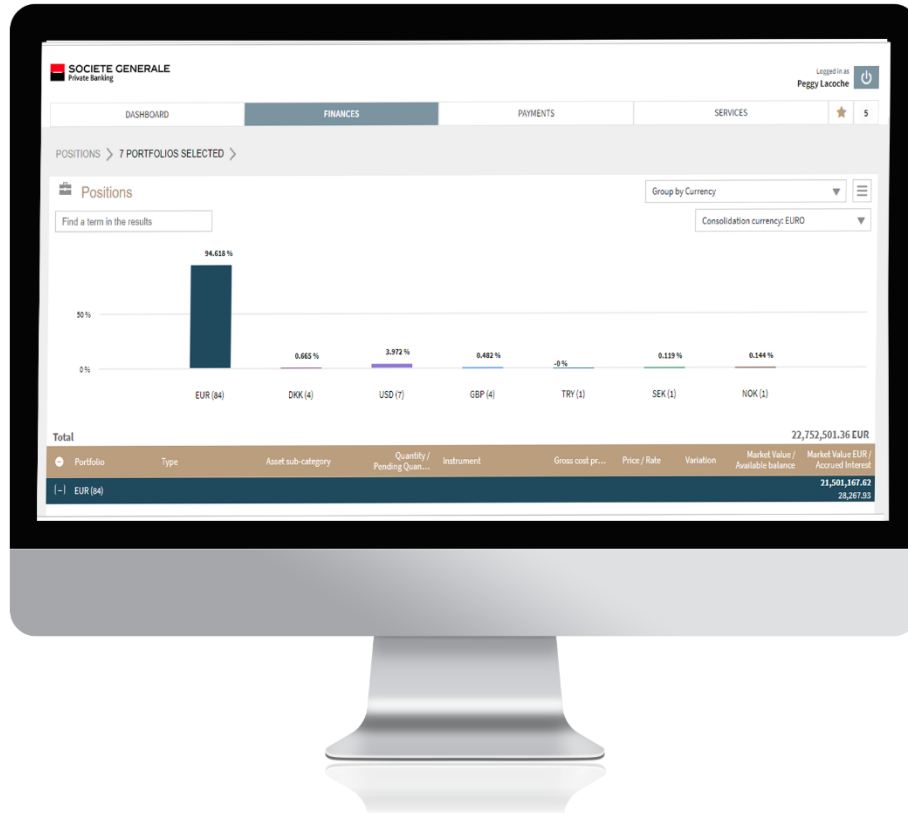
3 This gives you a consolidated view of the portfolios.



4 Several consolidated views are available: by currency, geographical region, currency and asset class or geographical region and asset class. Click on the dedicated drop-down menu to select them.



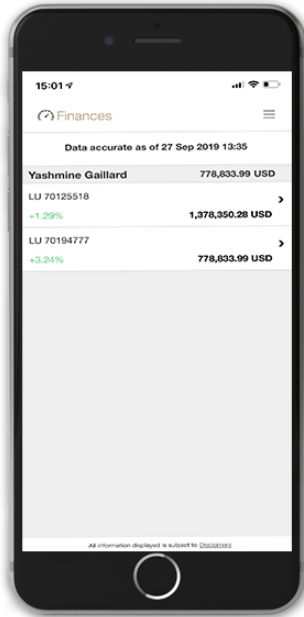
5 By clicking on the dedicated drop-down menu, you can opt for consolidation in another currency. You can show/hide columns and export this information in PDF format by clicking on the icon  .



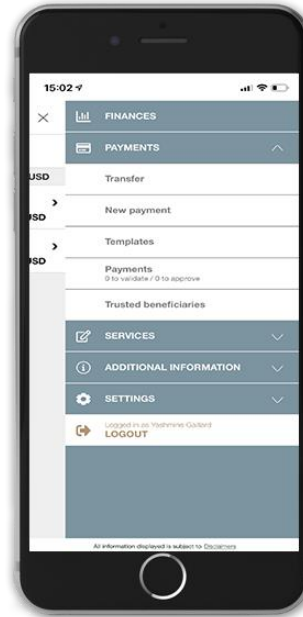
PAYMENTS

MAKE A TRANSFER ON A MOBILE PHONE

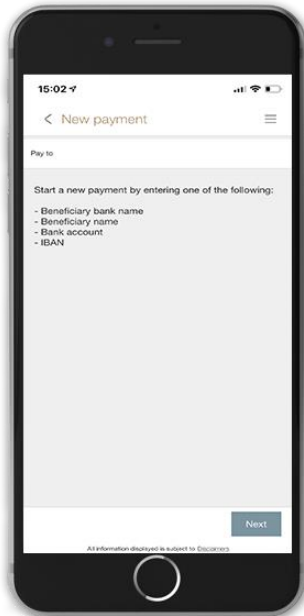
1 Press the menu ☰ at the top right.



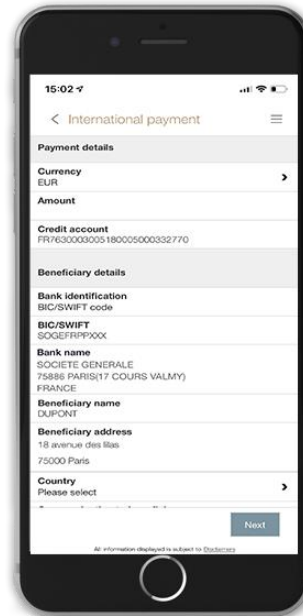
2 Press the "PAYMENTS" tab, then "New payment".



3 Inform the beneficiary by entering one of the four suggested items, then press "Next".

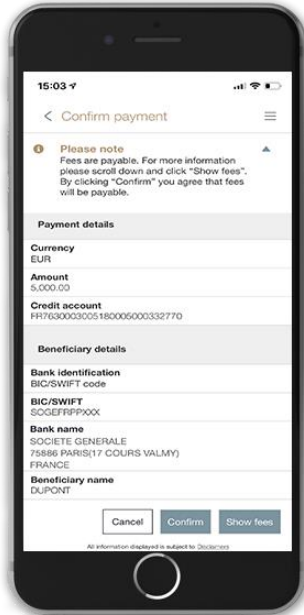


4 Fill in the various free fields and press "Next". The address and country of the beneficiary are only mandatory for transfers in USD.



5

Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm", to view the bank's tariff brochure, press "Show charges".



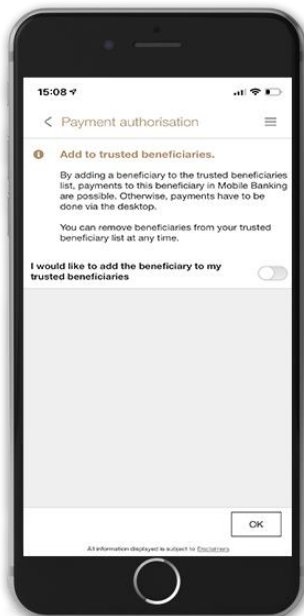
6

If you have configured facial or fingerprint recognition, place your finger on the fingerprint sensor or your face in front of the camera to confirm the operation. Otherwise, please enter your PIN code and confirm by pressing "OK".



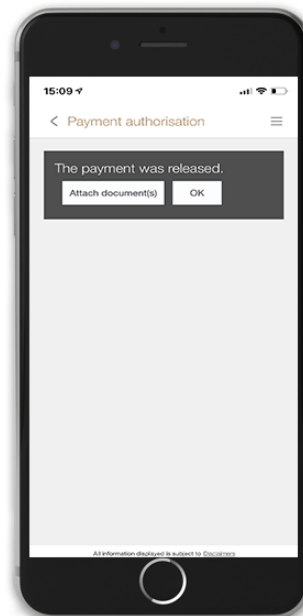
7

If the payee is not in your list of registered payees, you can add the payee by checking "Save payee" and then press "OK".



8

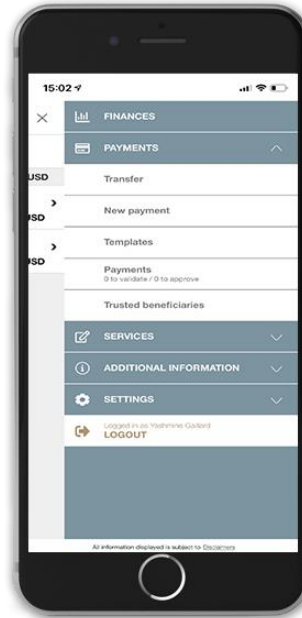
You will receive a message confirming that your request has been processed. If you wish to attach a document, press "Attach Document", otherwise press "OK".



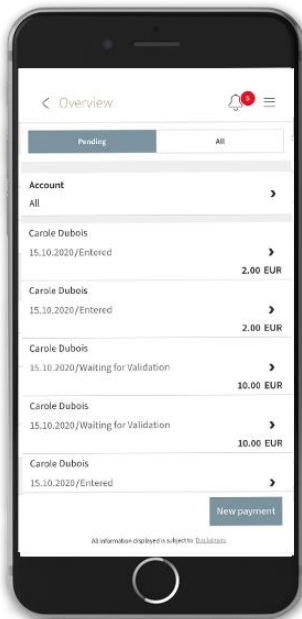
9 When you choose to attach a document, a window appears. Configure your message and then press "send"



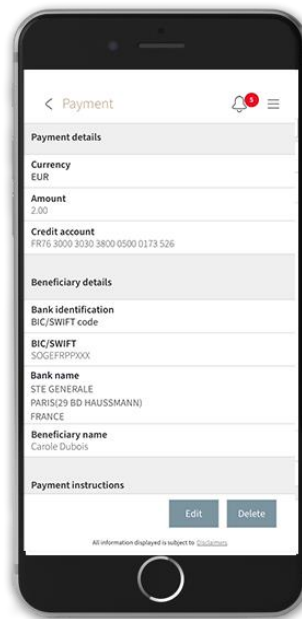
10 To find the transfers you have made, go to the menu ≡ in the "Payments" section and then "Payments overview".



11 You will then get a list of your transfers. To obtain the details of a transfer, click on the desired line.



12 You will then get the details of the transfer.



3 Fill in the following mandatory fields: the amount to be credited, the name of the beneficiary, the account to be debited and the reason for the transfer. Then click on "Next".

NEW PAYMENT > INTERNATIONAL >

International

Payment details

Credit account: FR79 3000 3005 1800 0500 0332 770

Amount: [] EUR

Beneficiary details

BIC/SWIFT code: SOGEFRPPXXX

Bank name: STE GENERALE SAINT-MATHEU-DE-TREVIER (AV DE MONTPELLIER) FRANCE

Beneficiary name: DUPONT

Address: []

Country: []

Communication to beneficiary: []

Payment instructions

Debit account: LU70125618-0013200-EUR / 6.798.24 EUR / CAI-3200-...

Execution date: 27-Sep-2019

Transfer justification/ Economic reason: []

Charges: Shared charges

Advanced payment options

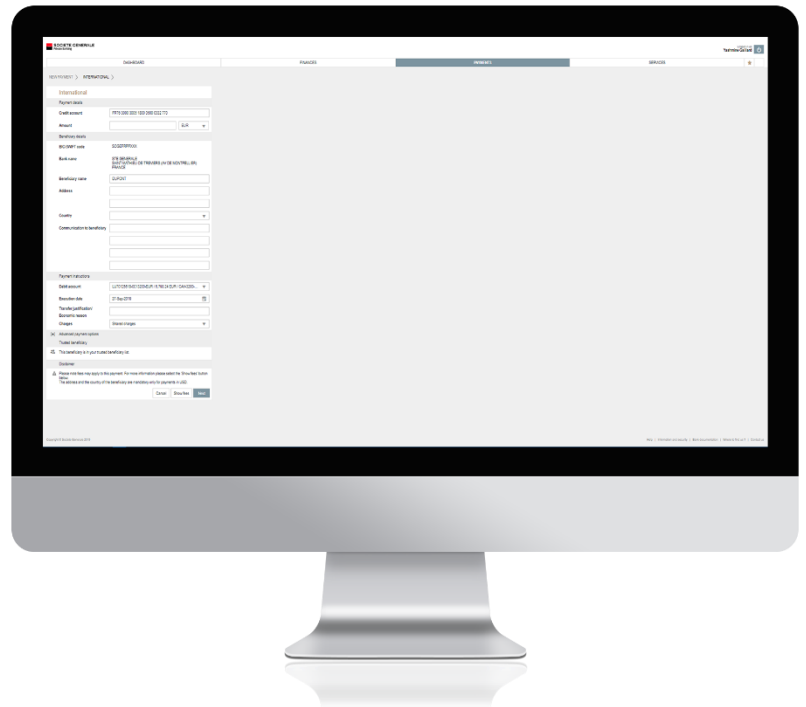
Trusted beneficiary

⚠ This beneficiary is in your trusted beneficiary list.

Disclaimer

⚠ Please note fees may apply to this payment. For more information please select the "Show fees" button below. The address and the country of the beneficiary are mandatory only for payments in USD.

Cancel Show fees Next



4 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm", to view the bank's tariff brochure, press "Show charges".

HE% Confirm payment

Payment details

Payment type: International

Credit account: FR79 3000 3005 1800 0500 0332 770

Amount: 5,000.00 EUR

Beneficiary details

BIC/SWIFT code: SOGEFRPPXXX

Bank name: STE GENERALE SAINT-MATHEU-DE-TREVIER (AV DE MONTPELLIER) FRANCE

Beneficiary name: DUPONT

Address: 18 avenue des Ilias 75000 Paris

Country: France

Payment instructions

Debit account: LU70125618-0013200-EUR / 6.798.24 EUR / CAI-3200-...

Execution date: 27-Sep-2019

Transfer justification/ Economic reason: ****

Charges: Shared charges

Advanced payment options

New template: No

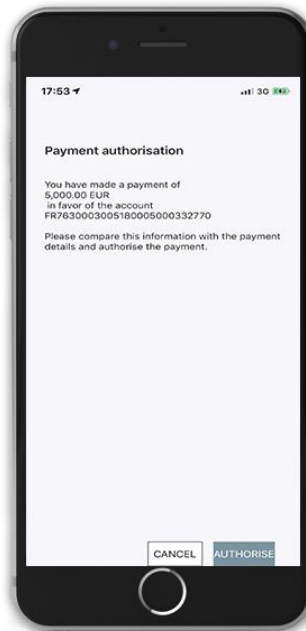
Trusted beneficiary

⚠ This beneficiary is in your trusted beneficiary list.

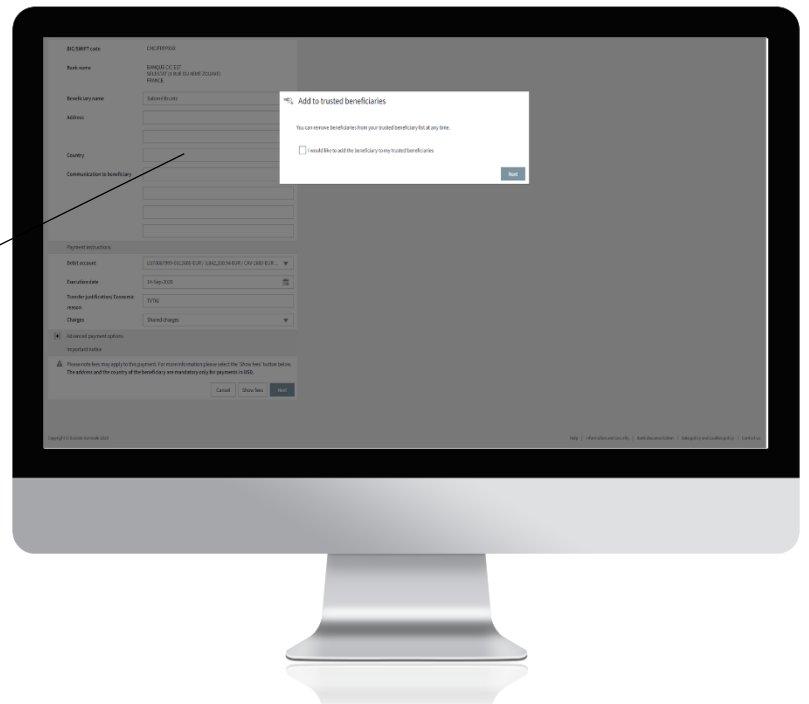
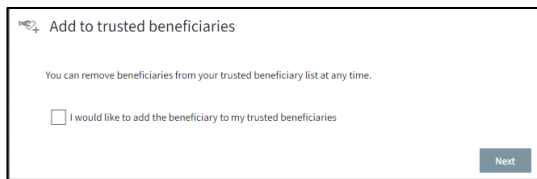
Cancel Show fees Execute



5 You receive a notification on your mobile phone. Check the information and then press "Validate".



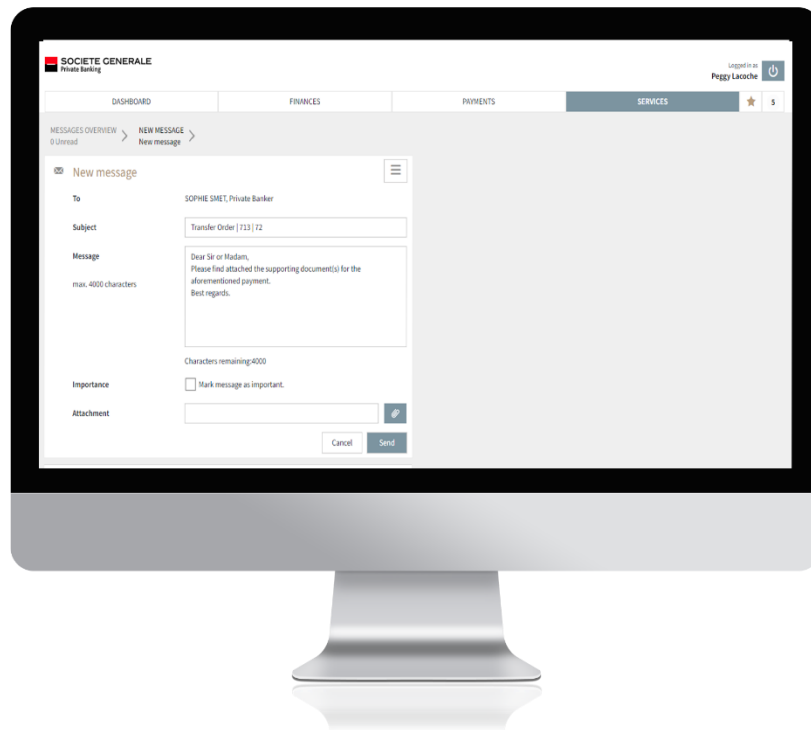
6 If the payee is not in your list of registered payees, you can add the payee by checking "Save payee" and then press "OK".



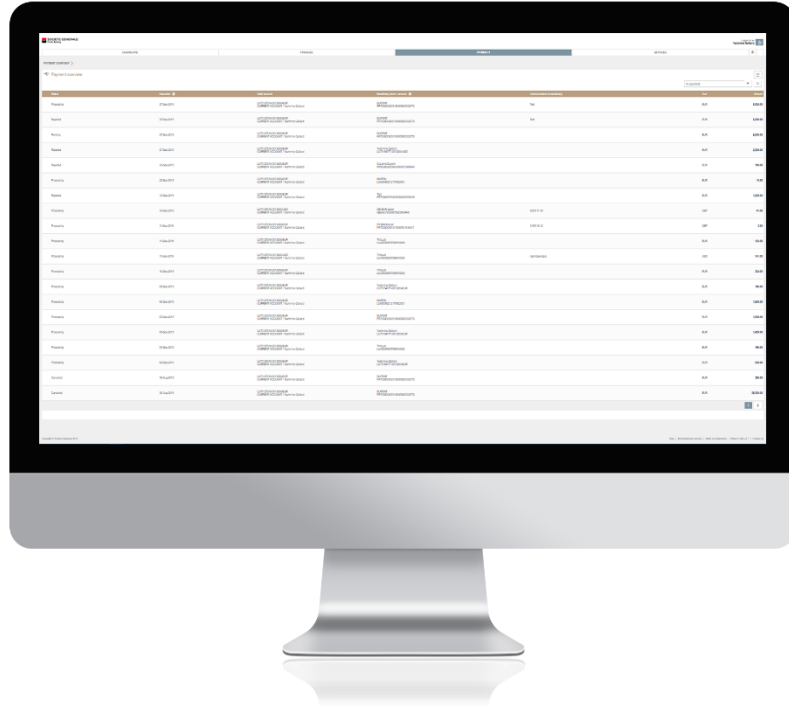
7 You will receive a message confirming that your request has been processed. If you wish to attach a document, click on "Attach Document", print the proof of transfer, click on "Print Debit Advice", otherwise click on "OK" to continue.



8 If you choose to attach a document, an email window will open. Configure your communication, insert an attachment if necessary, then click on "send".

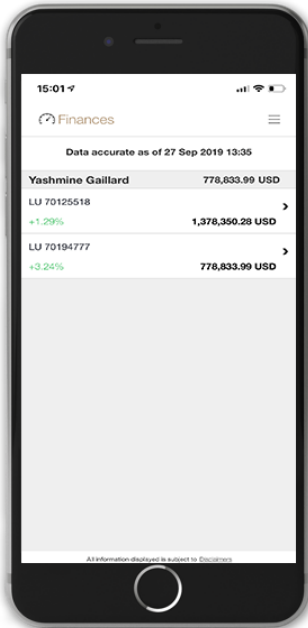


9 You can find your transfer in the "Recent transfers" section as well as all the details by double-clicking on the transaction line.

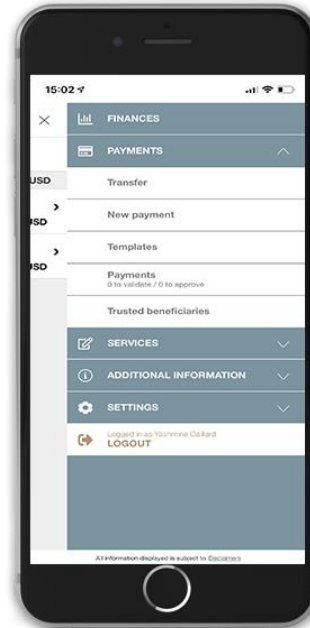


ADD A BENEFICIARY ON MOBILE PHONE

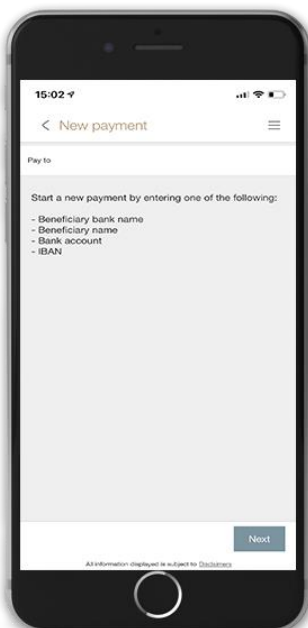
1 Adding a beneficiary is only possible when entering a transfer.
Press the menu ☰ at the top right.



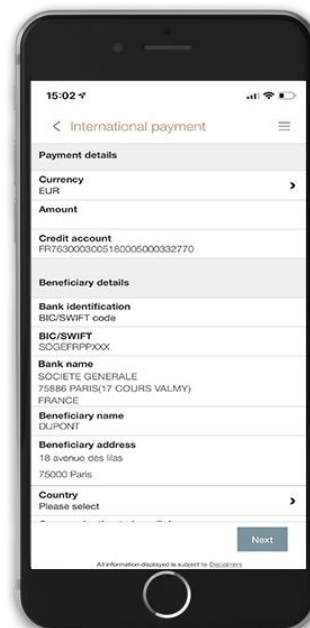
2 Press the "Payments" tab and then "New transfer".



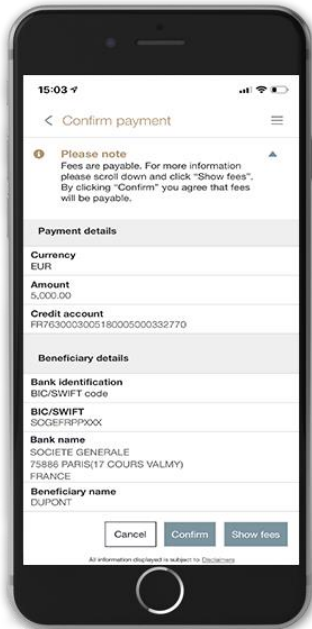
3 Inform the beneficiary by entering one of the four proposed elements, then click on "Next". The name and bank of the beneficiary are only possible if they are already registered.



4 Fill in the following mandatory fields: the amount to be credited, the name of the beneficiary, the account to be debited and the reason for the transfer and press "Next". The address and country of the beneficiary are only mandatory for transfers in USD.



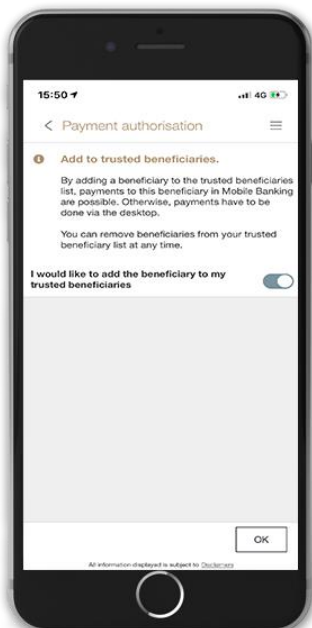
5 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm", to view the bank's tariff brochure, press "Show charges".



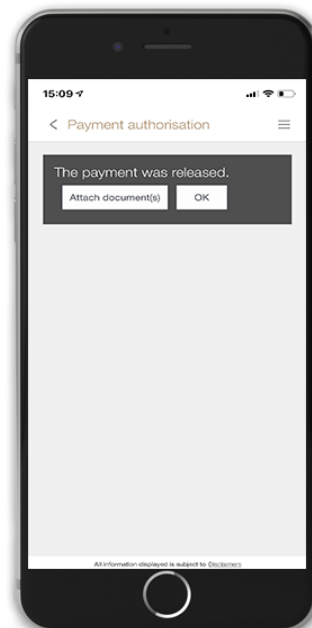
6 If you have set up facial or fingerprint recognition, place your finger on the fingerprint sensor or your face in front of the camera to confirm the operation. Otherwise, please enter your PIN code and confirm by pressing "OK".



7 If the payee is not in your list of registered payees, you can add the payee by checking "Save payee" and then press "OK".

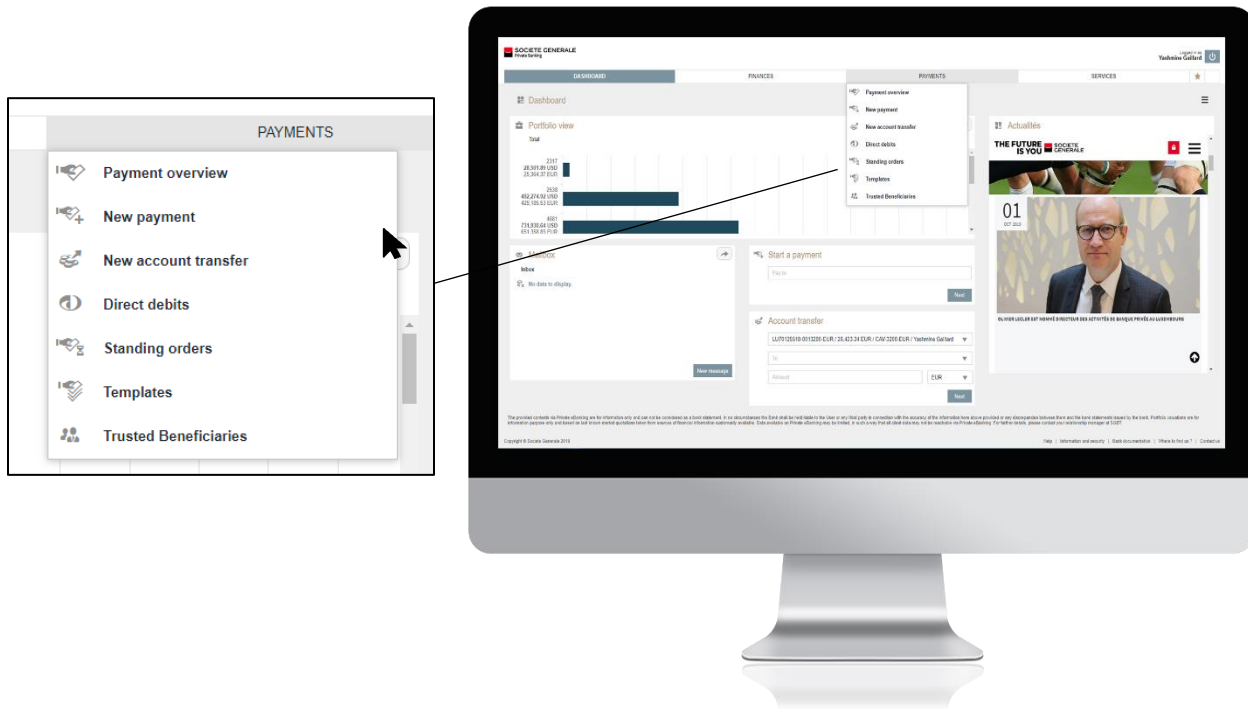


8 You will receive a message confirming that your request has been processed. If you wish to attach a document, press "Attach Document", otherwise press "OK".

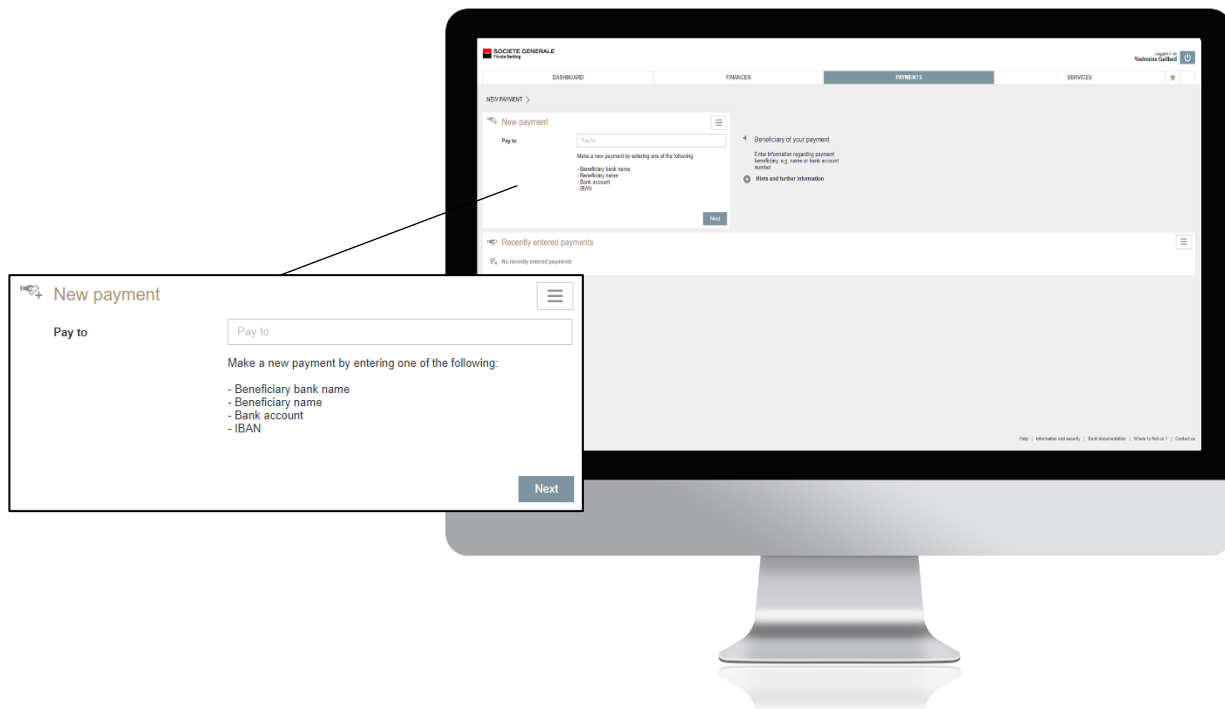


ADD A BENEFICIARY ON COMPUTER / TABLET

- 1 **Adding a beneficiary is only possible when entering a transfer.**
Place your cursor on "Payments" and select "New payment".



- 2 **Inform the beneficiary by entering one of the four proposed elements, then click on "Next".**



3 Fill in the following mandatory fields: the amount to be credited, the name of the beneficiary, the account to be debited and the reason for the transfer. Then click on "Next".

International

Payment details

Credit account:

Amount: EUR

Beneficiary details

Beneficiary name:

Address:

Country:

Communication to beneficiary:

Payment instructions

Debit account: LUT0125518-0013200-EUR / 26.423 24 EUR / CAV-3200...

Execution date: 10-Oct-2019

Transfer justification/
Economic reason:

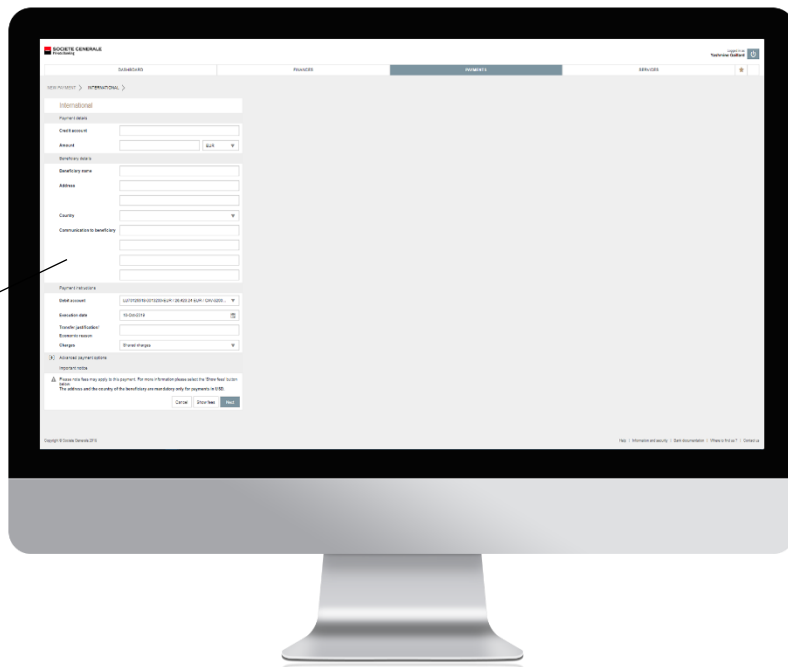
Charges: Shared charges

Advanced payment options

Important notice

Please note fees may apply to this payment. For more information please select the 'Show fees' button below.
The address and the country of the beneficiary are mandatory only for payments in USD.

Cancel Show fees Next



4 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm", to view the bank's tariff brochure, press "Show charges".

Confirm payment

Payment details

Payment type: International

Credit account: FR99 3000 2009 6500 0007 0088 K40

Amount: 5,000.00 EUR

Beneficiary details

BIC/SWIFT code: CRLYFRPPXXX

Bank name: CREDIT LYONNAIS PARIS (23 BOULEVARD DELESSERT) FRANCE

Beneficiary name: Claudine Dupont

Country: France

Payment instructions

Debit account: LUT0125518-0013200-EUR / 26.423 24 EUR / CAV-3200-
EUR / Yashmine Gaillard

Execution date: 10-Oct-2019

Transfer justification/ Economic reason: ***

Charges: Shared charges

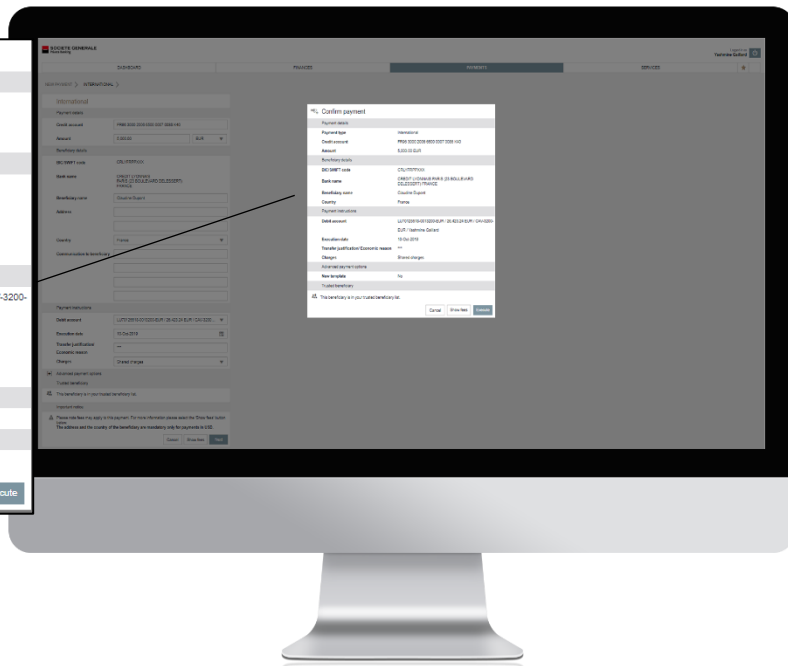
Advanced payment options

New template: No

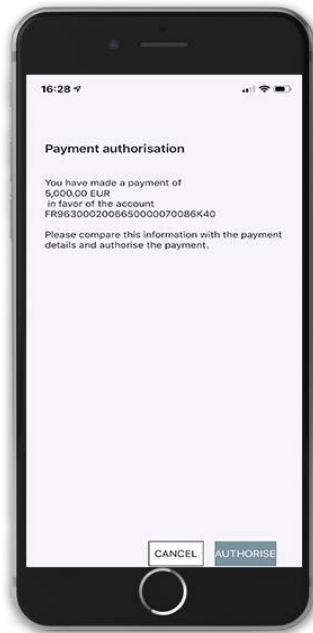
Trusted beneficiary

This beneficiary is in your trusted beneficiary list.

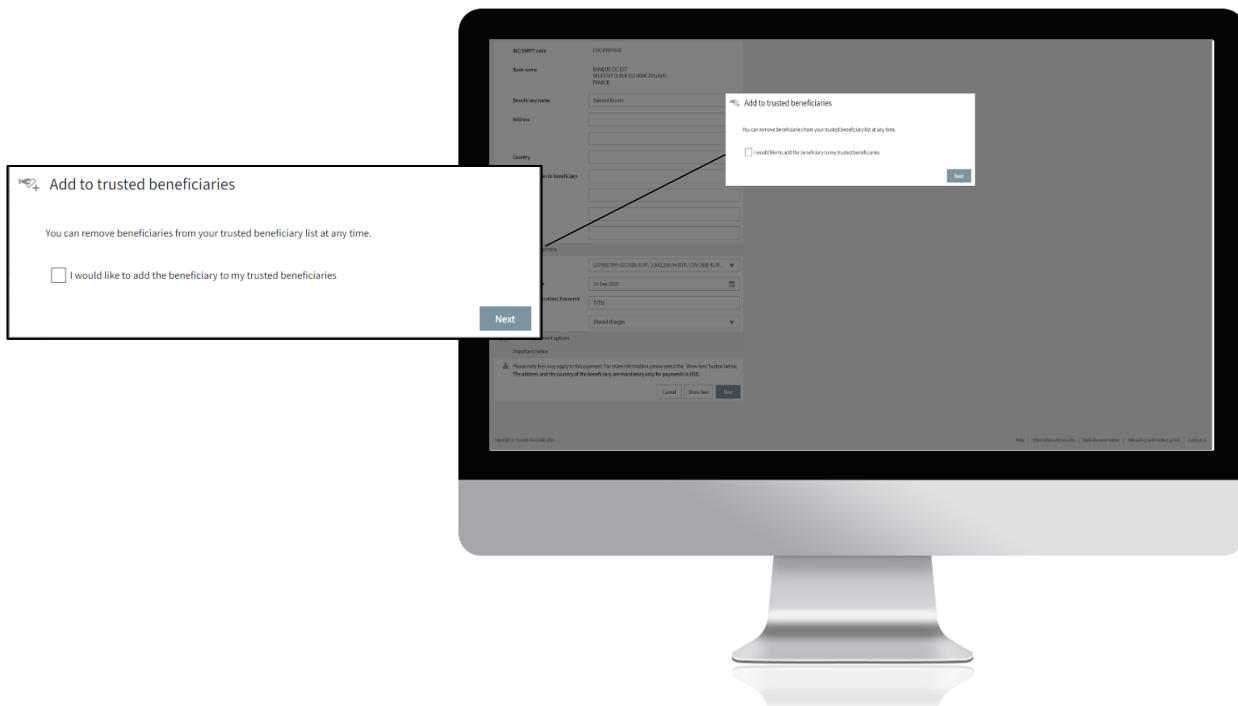
Cancel Show fees Execute



5 You receive a notification on your mobile phone. Check the information and then press "Validate".

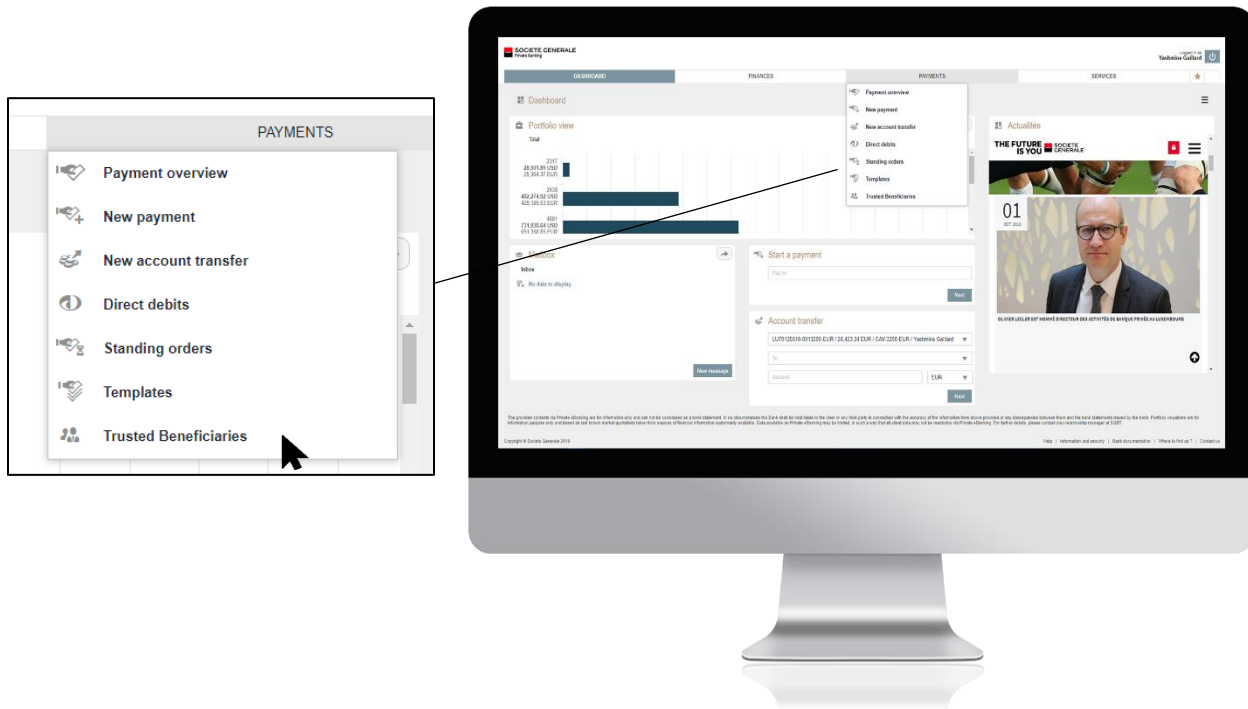


6 If the payee is not in your list of registered payees, you can add the payee by checking "Save payee" and then press "OK".

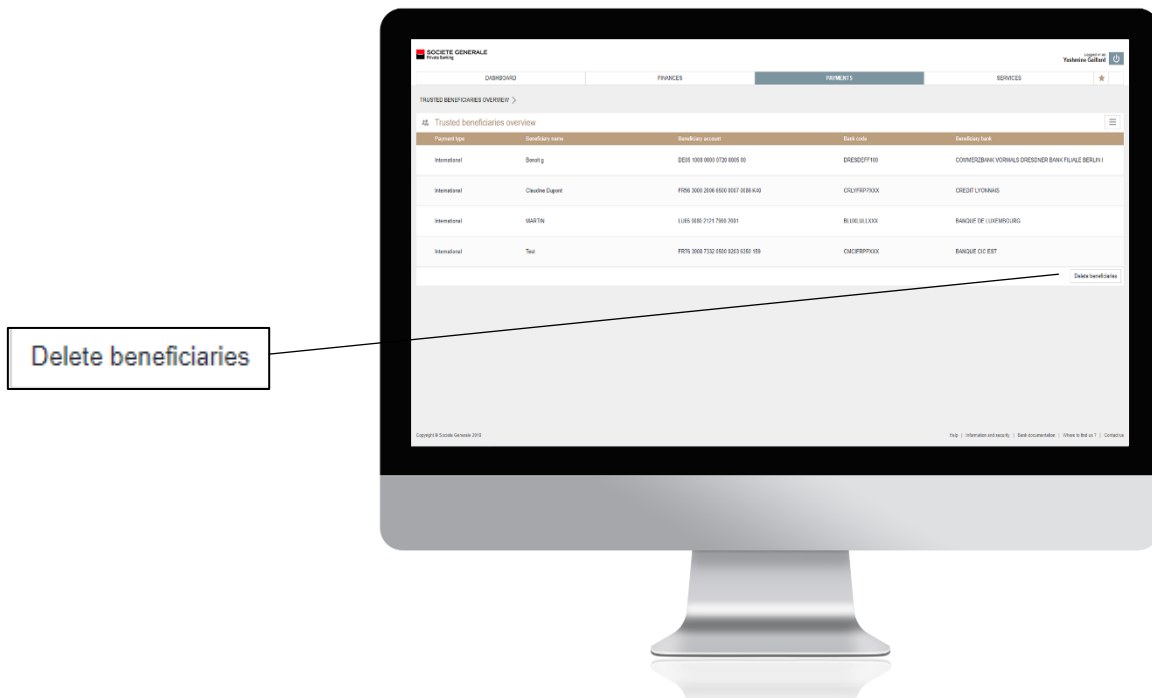


DELETE A BENEFICIARY (ON COMPUTER / TABLET ONLY)

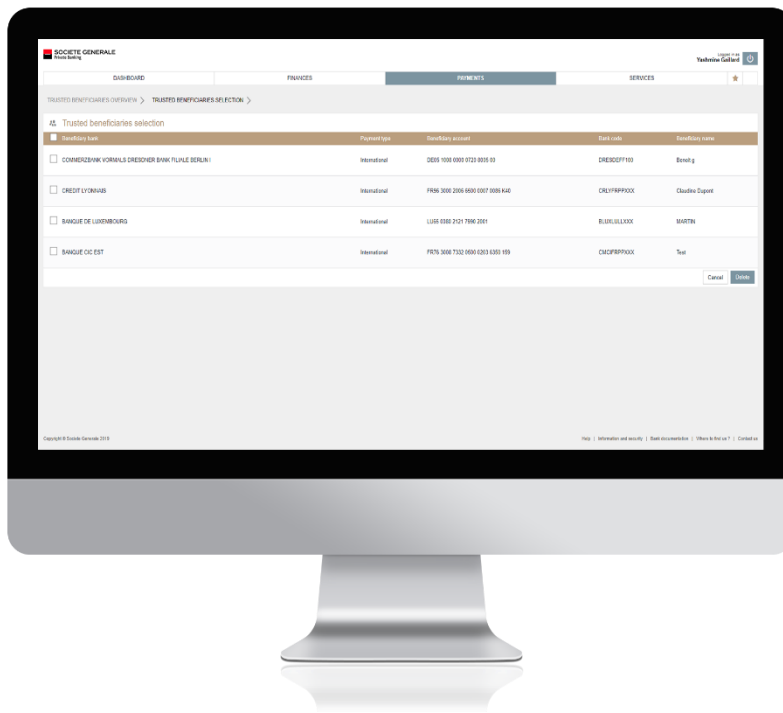
1 Place your cursor on "Payments" and select "Registered payees".



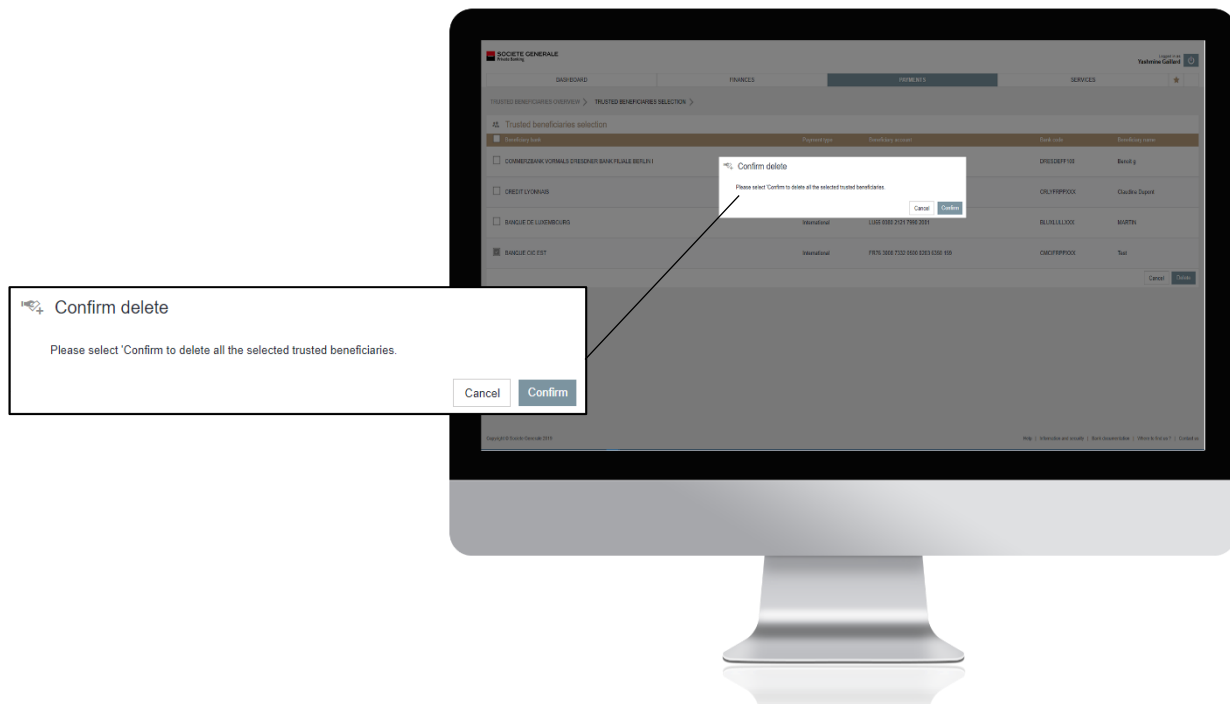
2 Click on "Delete Beneficiaries" at the bottom right.



3 Select the beneficiary to be deleted, by checking the corresponding box, then click on "Delete" at the bottom right.

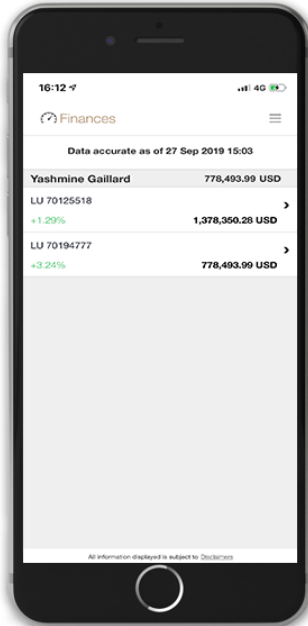


4 A confirmation message will appear, click "Confirm" to continue.

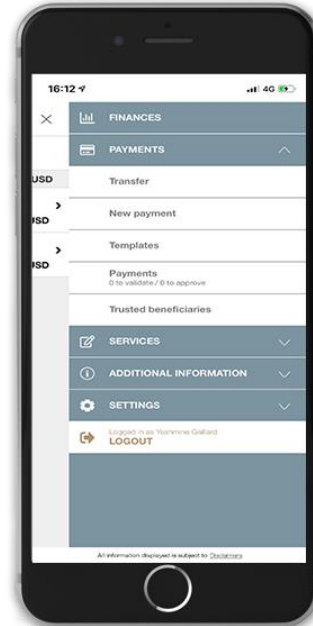


MAKE A TRANSFER BETWEEN YOUR ACCOUNTS ON MOBILE

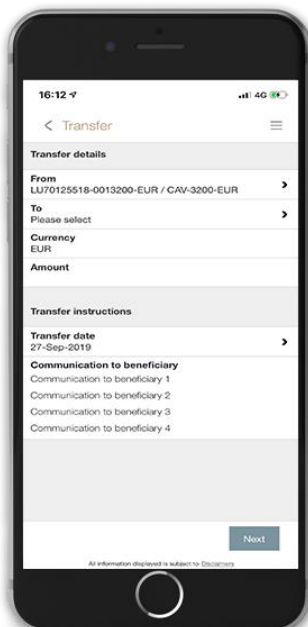
1 Press the menu ☰ at the top right.



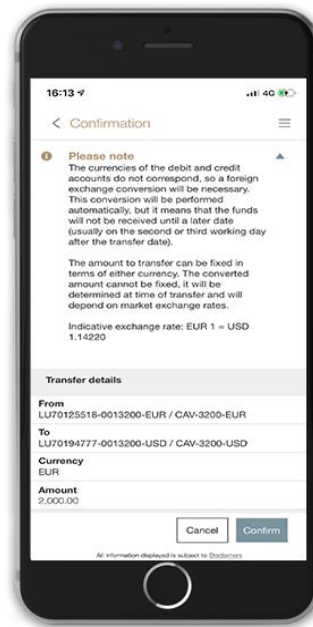
2 Press the "Payments" tab, then "Transfer".



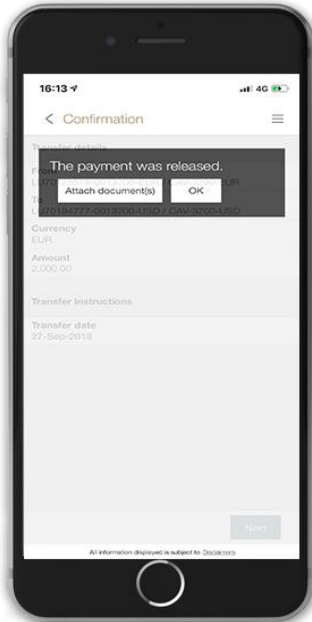
3 Fill in the various free fields and press "Next".



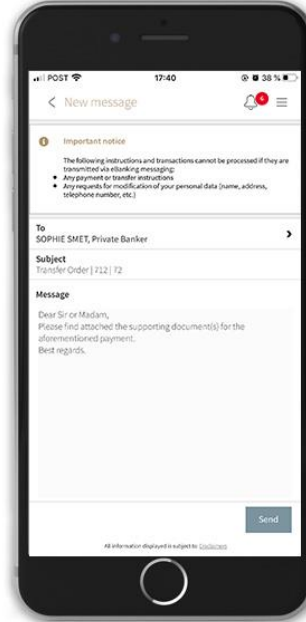
4 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm".



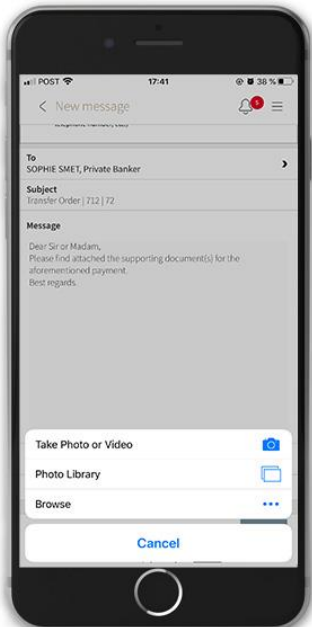
5 You will receive a message confirming that your request has been processed. If you wish to attach a document, press "Attach a document", otherwise press "OK".



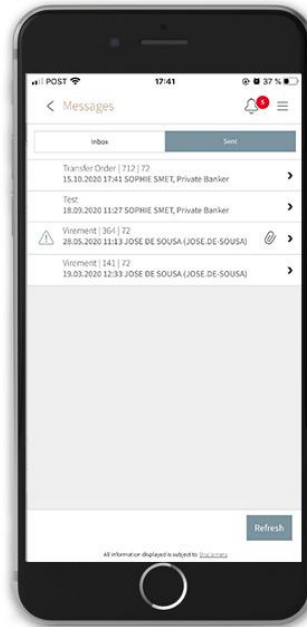
6 When you click on "Attach a document", an email window will open.



7 Cliquer sur l'icône « pièce jointe » et choisissez votre document.

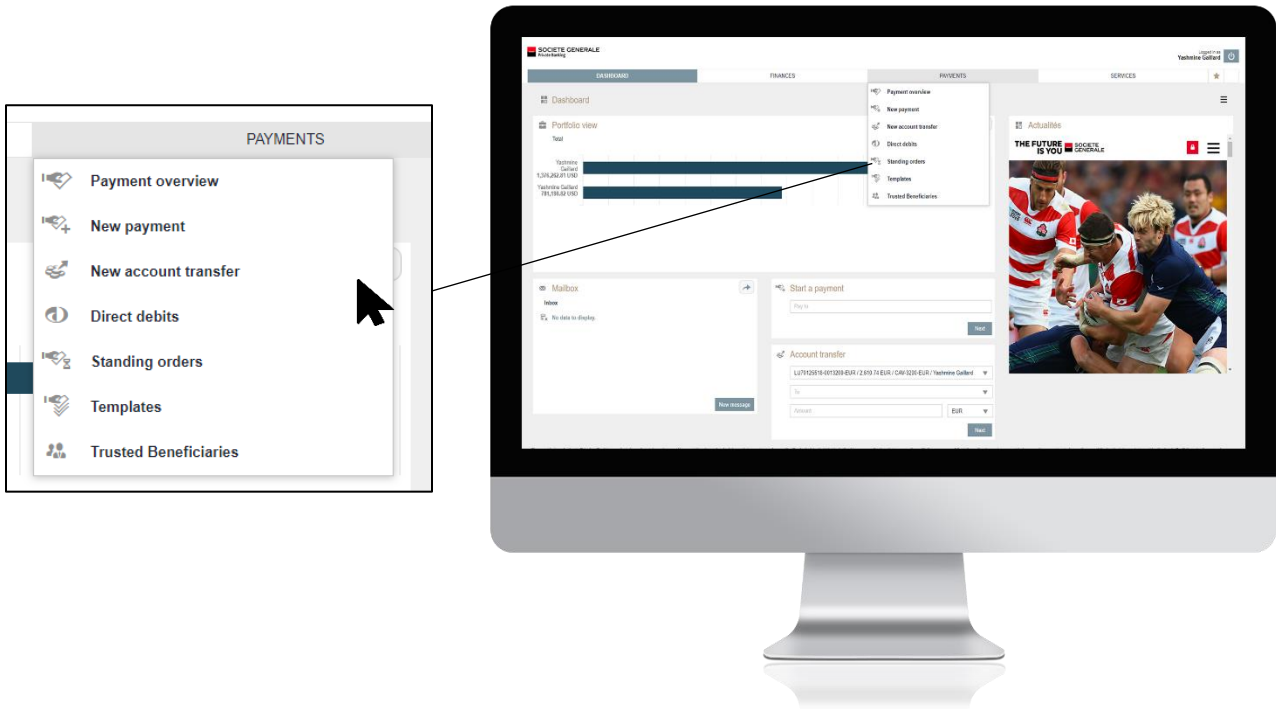


8 Vous pouvez retrouver vos virements dans « Paiements/Aperçu des virements ». Vous pouvez visualiser les détails d'un virement en cliquant dessus.

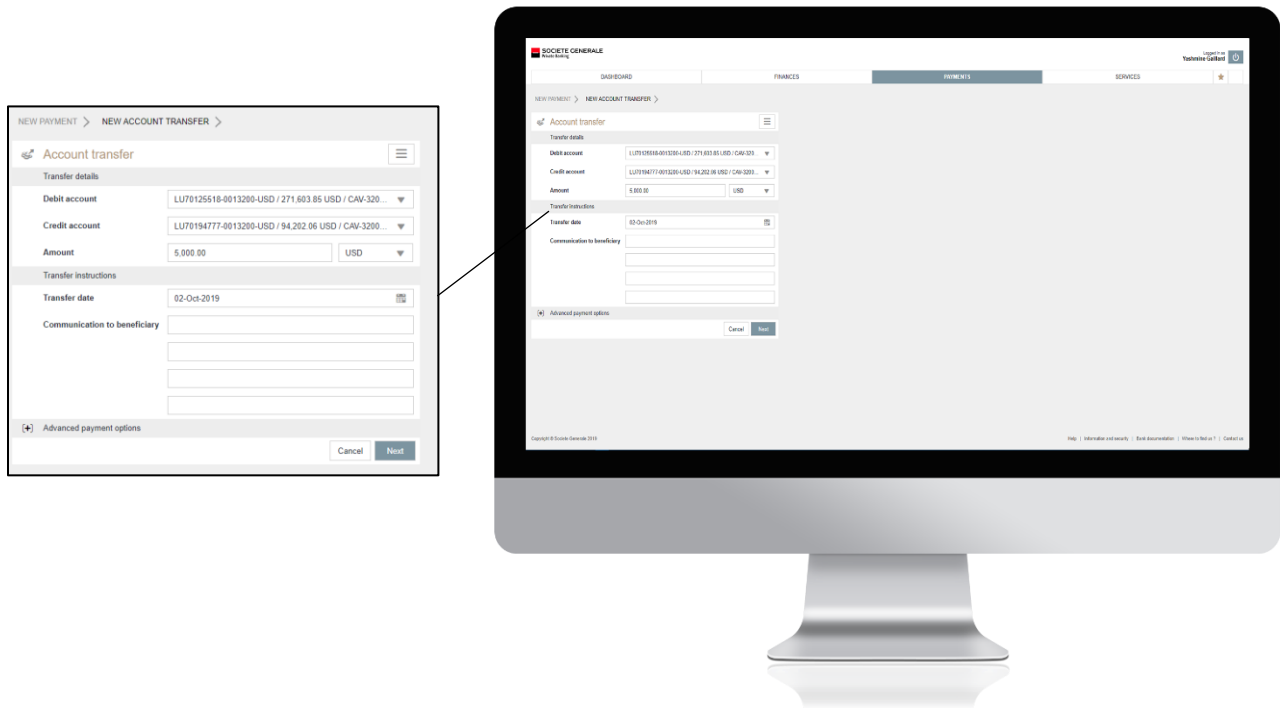


MAKE A TRANSFER BETWEEN YOUR ACCOUNTS ON COMPUTER / TABLET

1 Place your cursor on "Payments" and select "New transfer between your accounts".



2 Fill in the accounts to be debited and credited as well as the amount and then click on "Next".

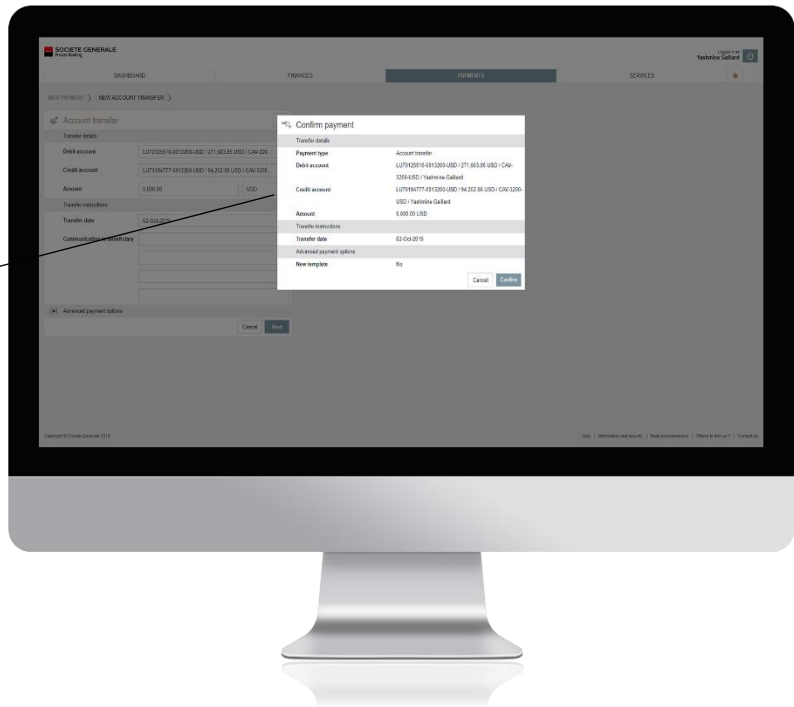


3

Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm".

Confirm payment

Transfer details	
Payment type	Account transfer
Debit account	LU70125618-0013200-USD / 271.603.85 USD / CAV-3200-USD / Yashmine Gaillard
Credit account	LU70194777-0013200-USD / 94.202.06 USD / CAV-3200-USD / Yashmine Gaillard
Amount	5,000.00 USD
Transfer instructions	
Transfer date	02-Oct-2019
Advanced payment options	
New template	No

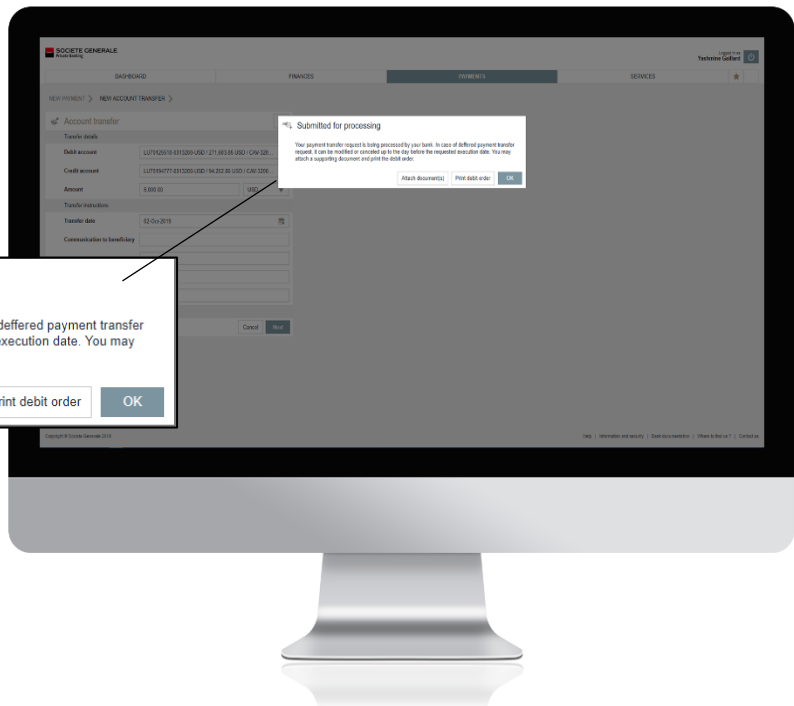


4

You will receive a message confirming that your request has been processed. If you wish to attach a document, click on "Attach Document", print the proof of transfer, click on "Print Debit Advice", otherwise click on "OK" to continue.

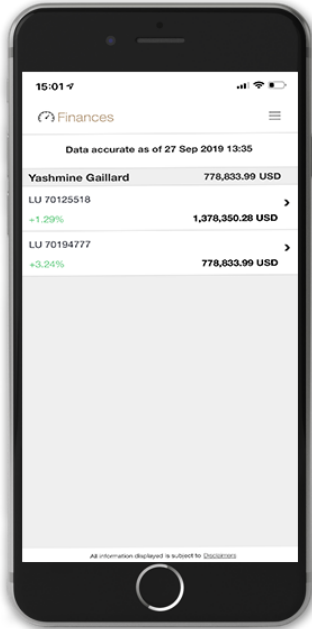
Submitted for processing

Your payment transfer request is being processed by your bank. In case of deferred payment transfer request, it can be modified or canceled up to the day before the requested execution date. You may attach a supporting document and print the debit order.

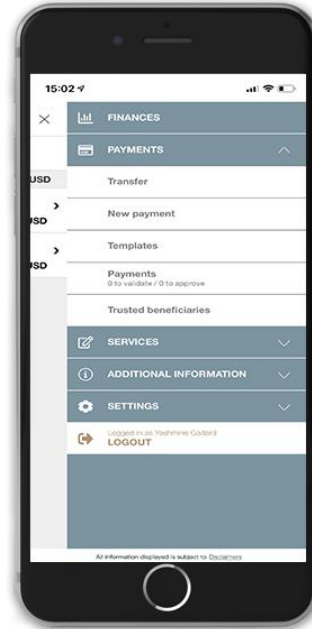


CANCEL A TRANSFER ON MOBILE

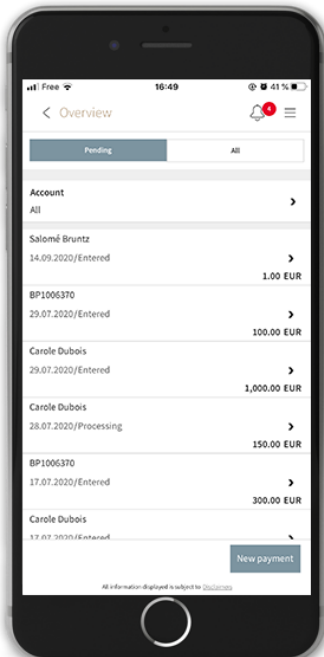
1 Press the menu ☰ at the top right.



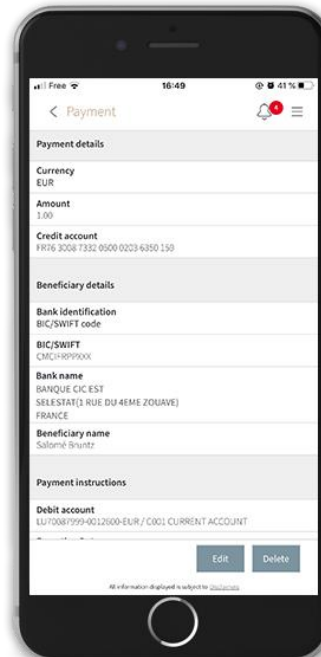
2 Press the "PAYMENTS" tab, then "Transfer Overview".



3 The complete list of your transfers appears. Select the transfer ("Pending") you wish to cancel. Only transfers with the statuses "entered" and "pending validation" can be cancelled.

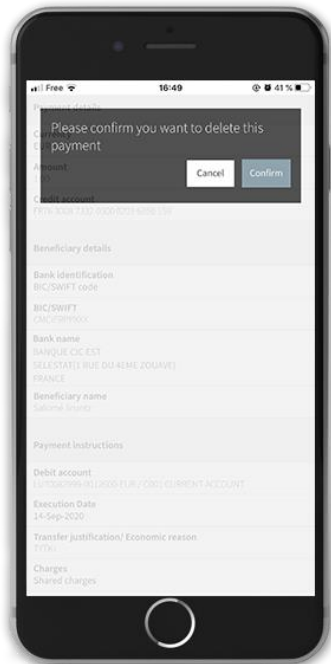


4 Press "Delete transfer".



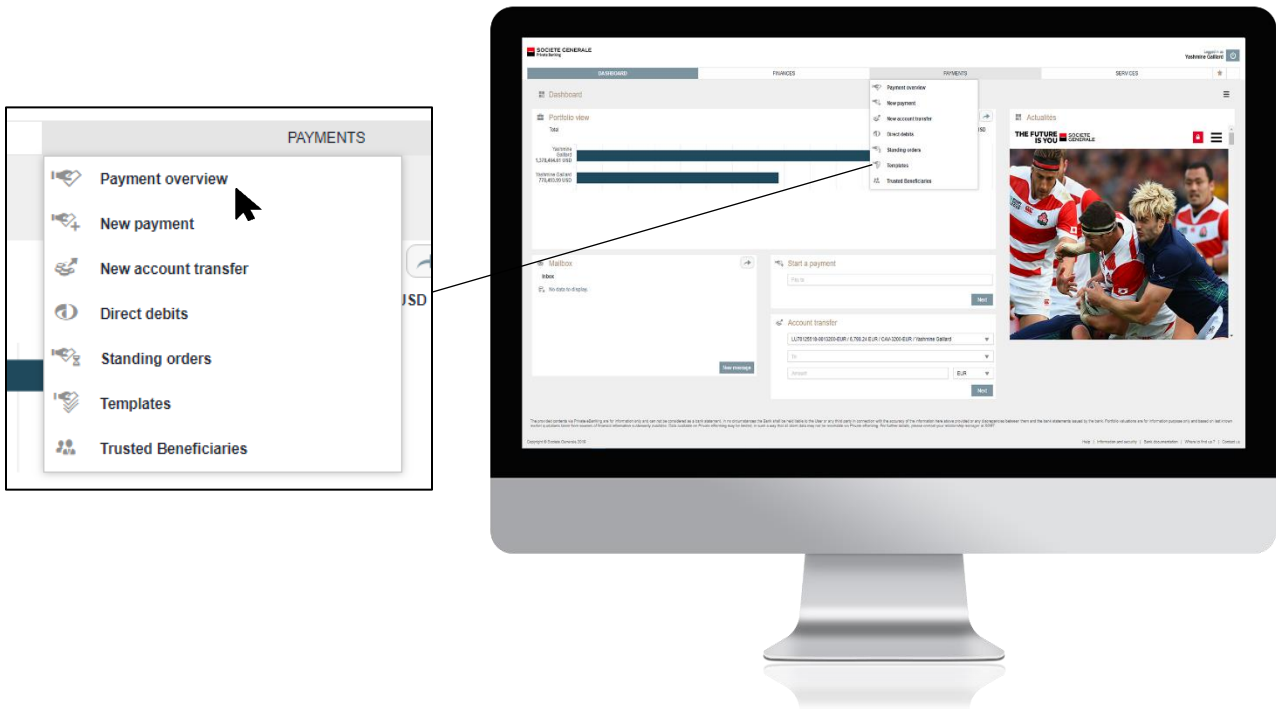
5

Press "Confirm" to finalize the cancellation of your transfer. The status of the transfer is now displayed as "Cancelled".



CANCEL A TRANSFER ON COMPUTER / TABLET

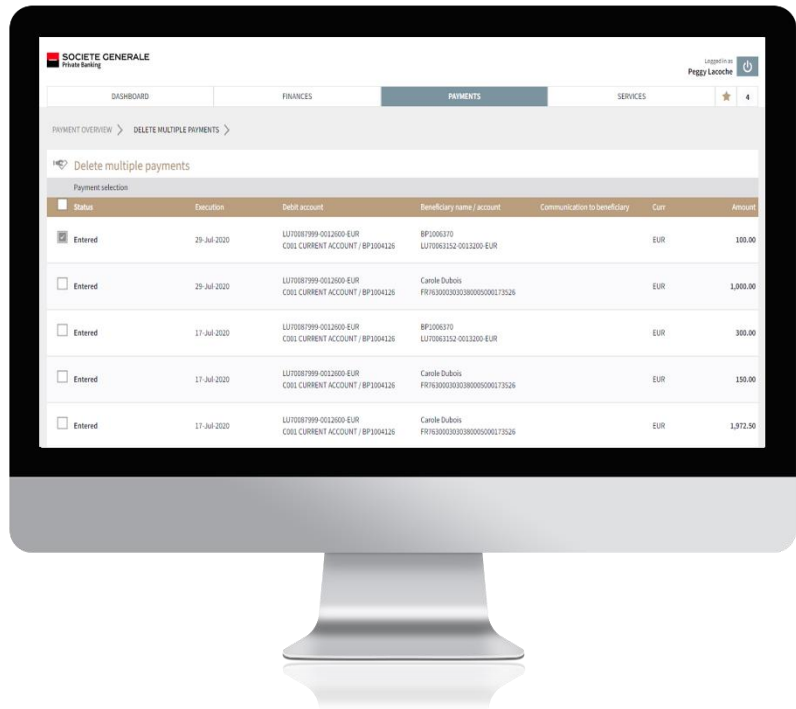
- 1** You cannot cancel a transfer if the order execution date is later than 24 hours.
Place your cursor on "Payments" and select "Payment overview".



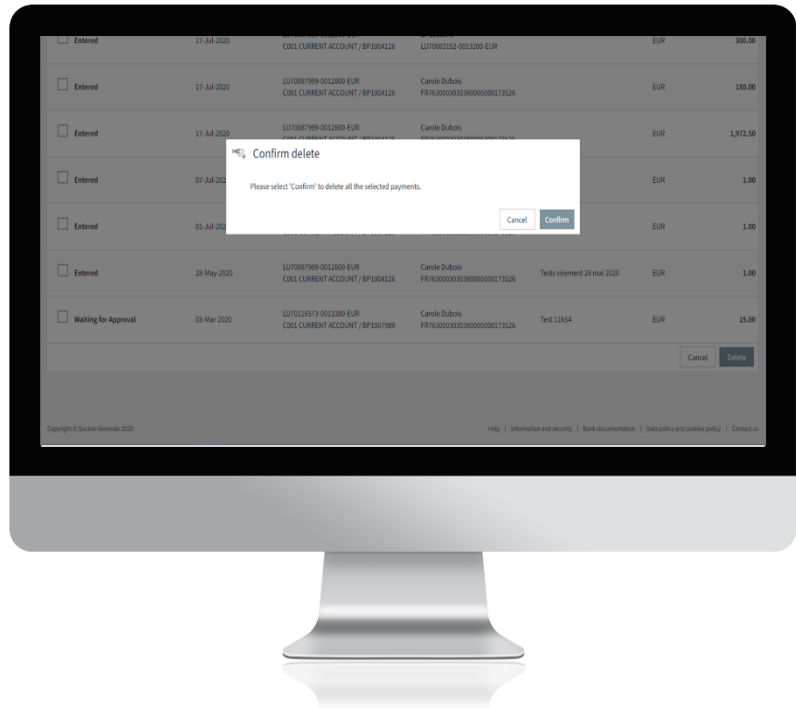
- 2** The complete list of your transfers appears. Click on "Delete payments" at the bottom right to cancel a transfer.



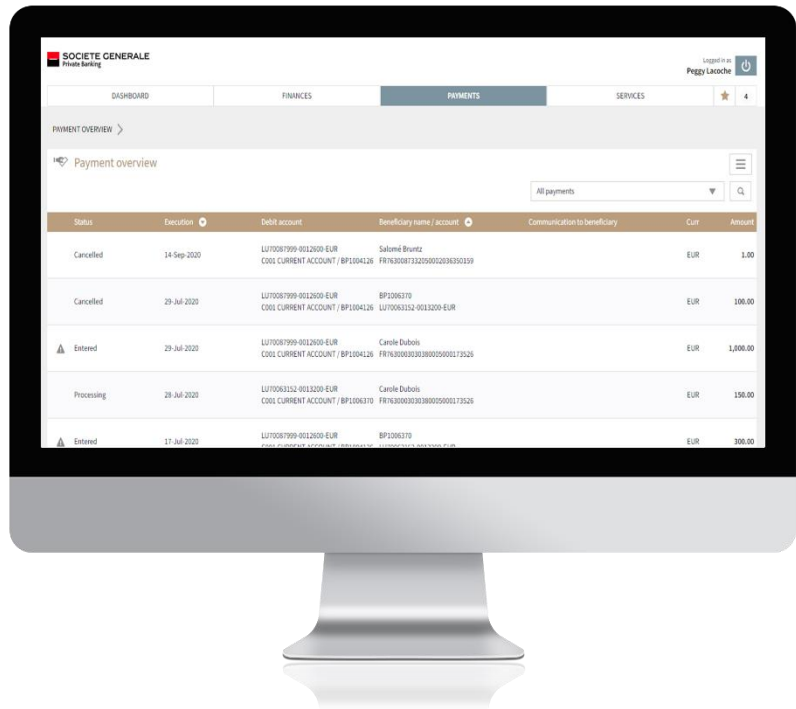
3 Tick the transfer you wish to cancel and then click on "Delete".



4 A confirmation message appears, click on "Confirm".

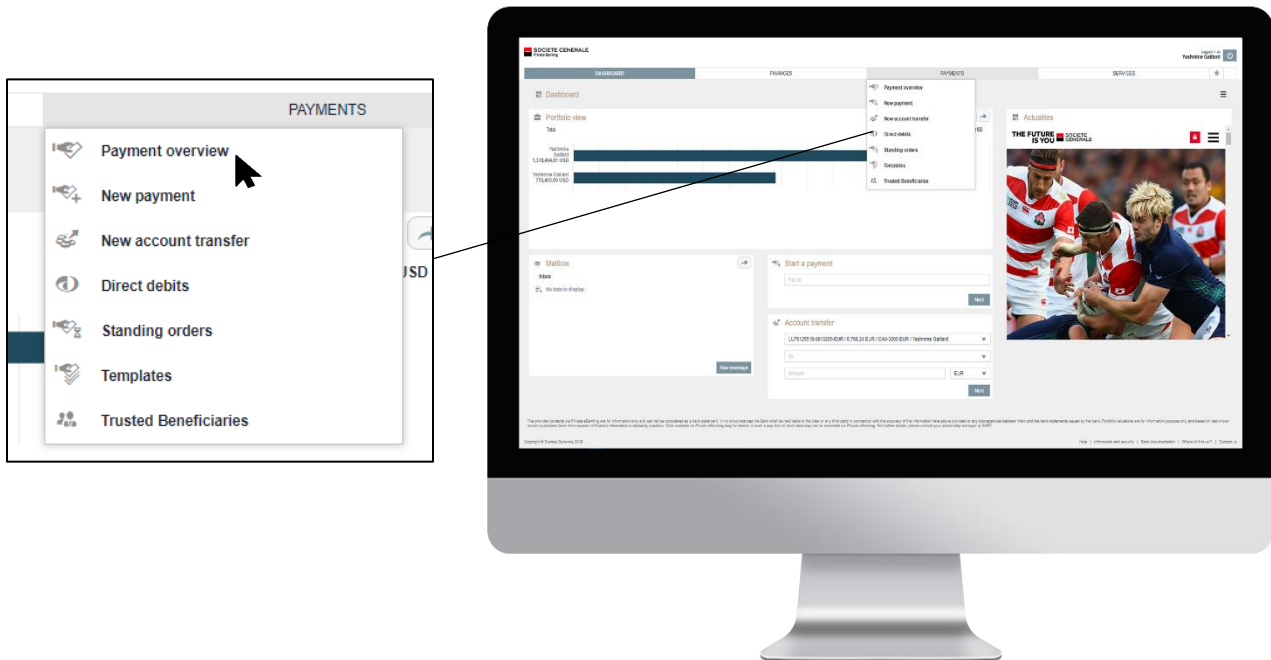


5 Your transfer cancellation has been taken into account and the status of the transfer is now displayed as "Cancelled".

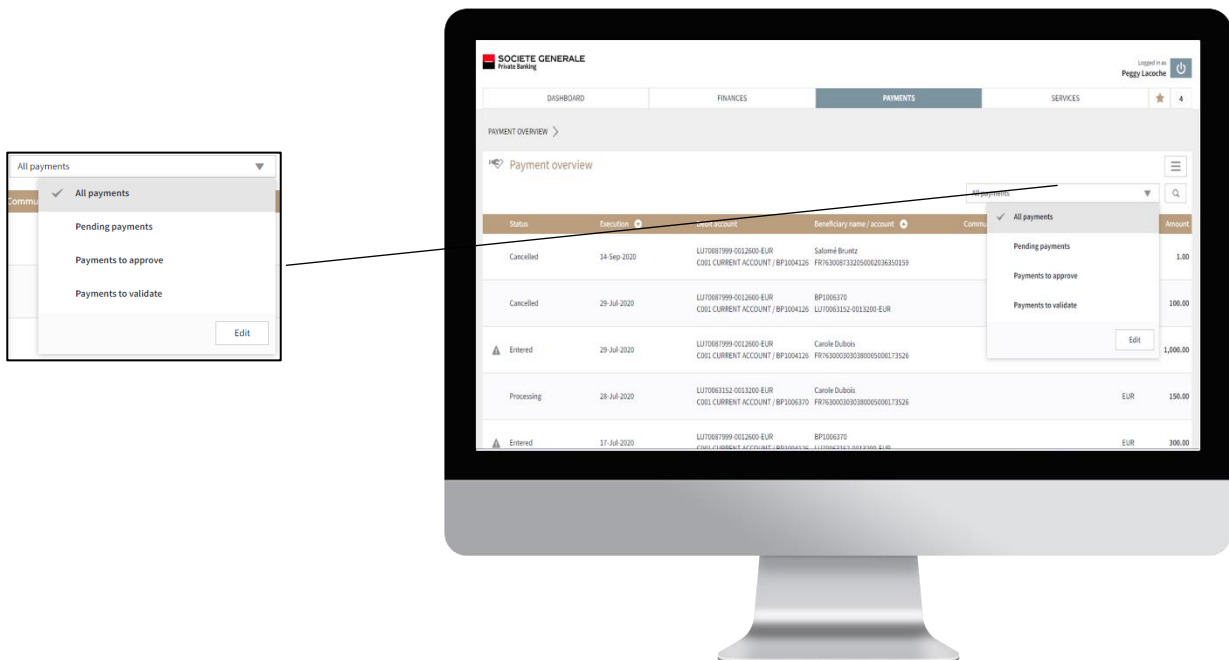


VIEW YOUR RECENT TRANSFERS

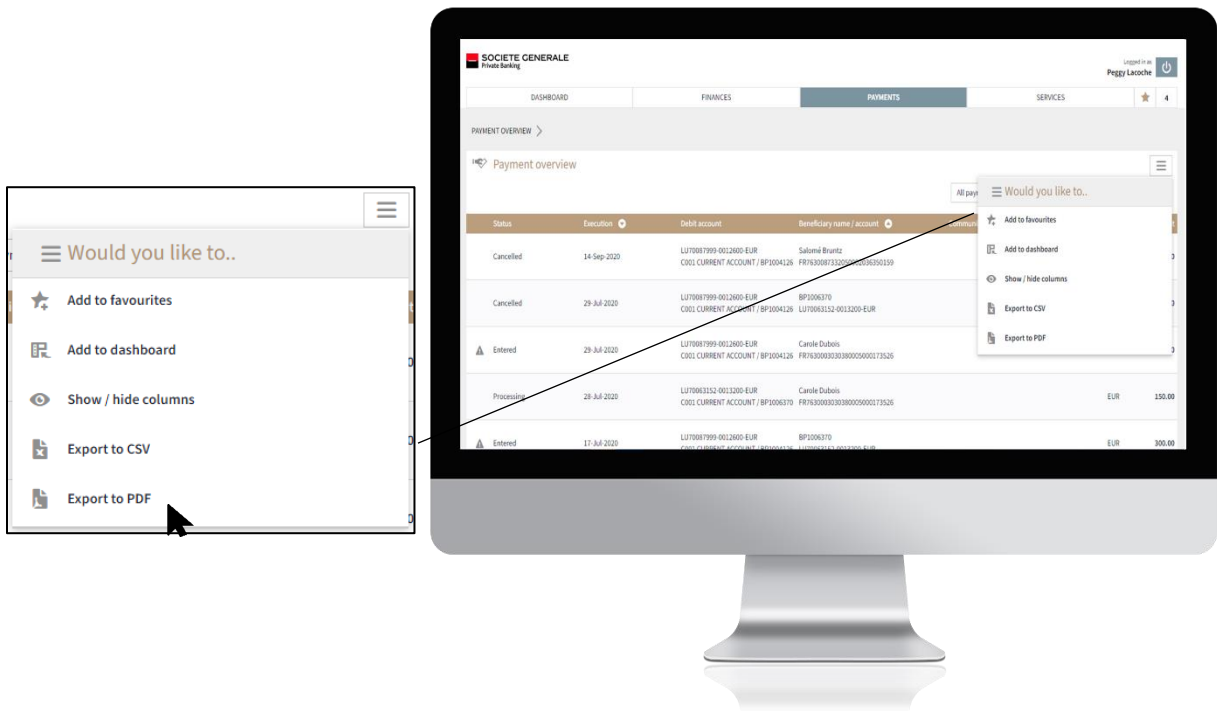
- 1 Place your cursor on "Payments" and select "Payment overview".



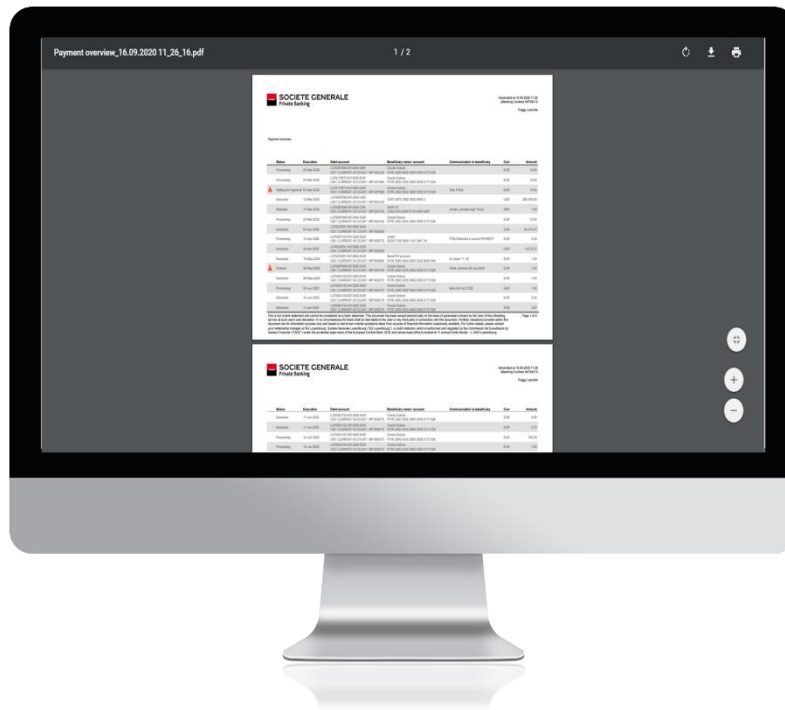
- 2 The complete list of your pre-authorized debits appears. You can refine your search by using the filter at your disposal or the search function. To obtain more details, click on the sample you wish to view.



3 You can export the details of a standing order as a PDF file by clicking on  in the top right-hand corner and then on "Export to PDF".



4 A document is directly saved in your "Downloads" folder, you can also save it in the folder of your choice.



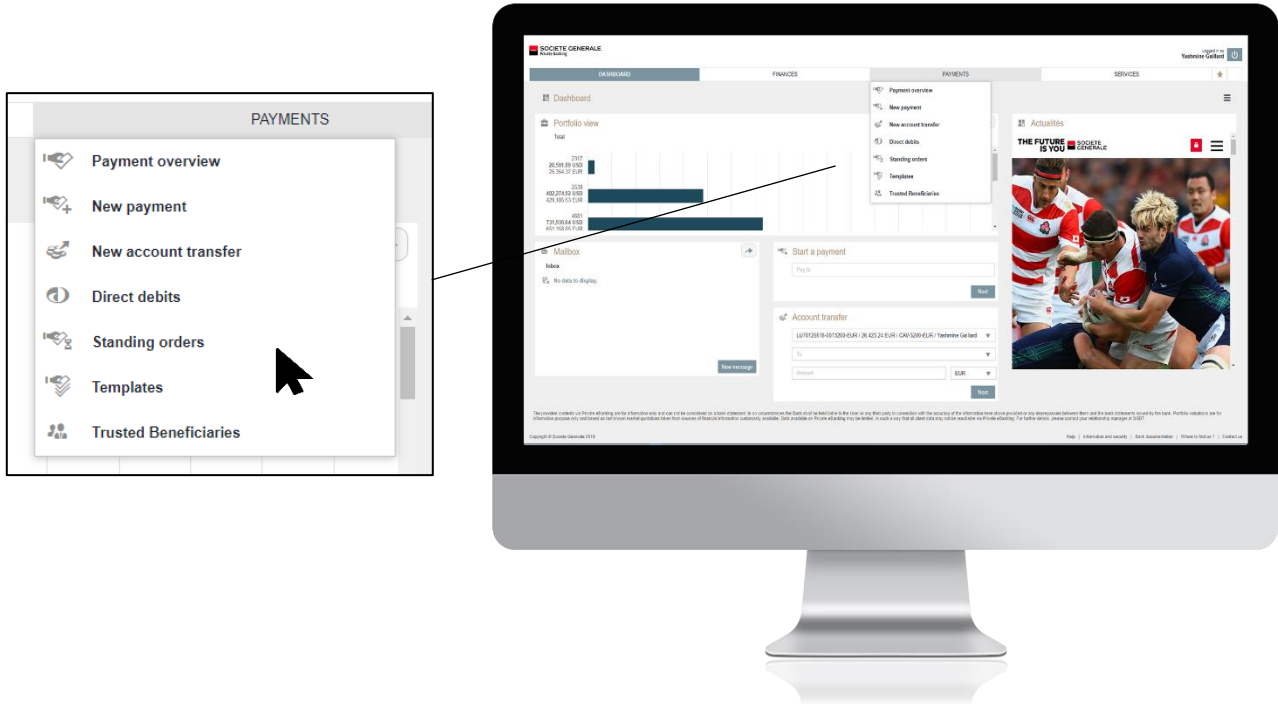
THE DIFFERENT STATUSES OF TRANSFERS

1 You can find below the different statuses of your transfers:

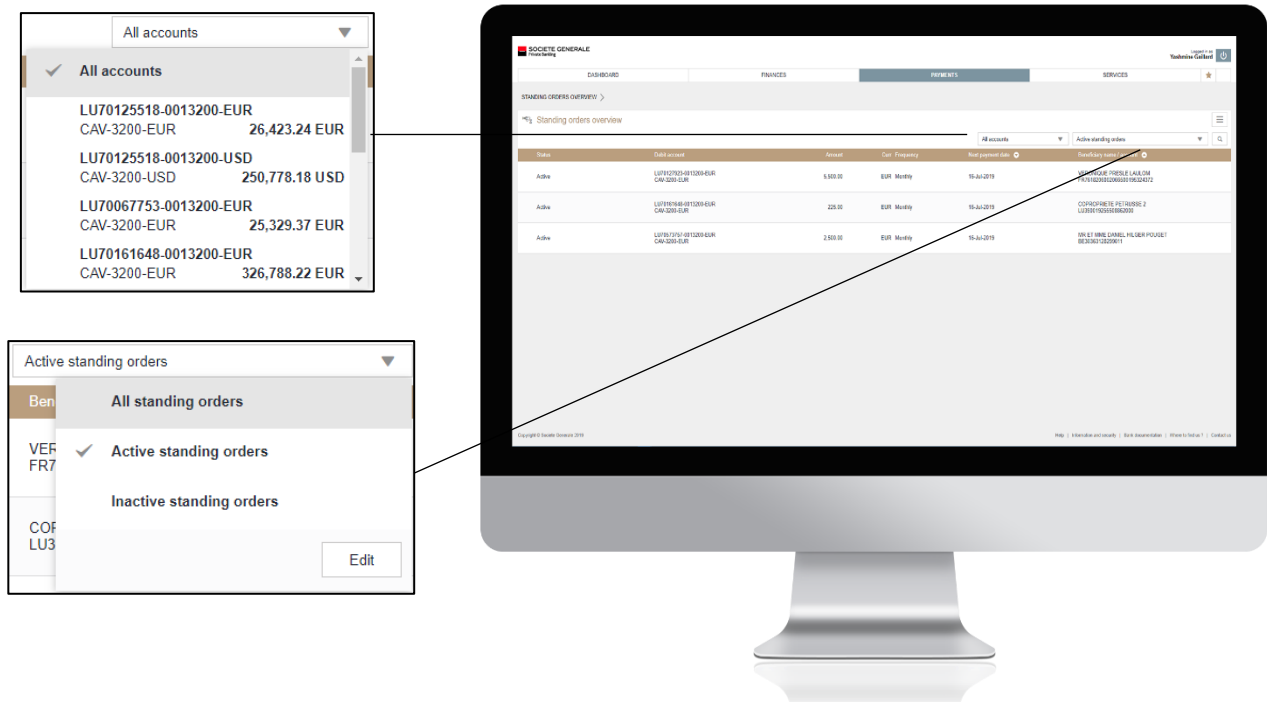
STATUS	DESCRIPTION
Awaiting Treatment/Entered	The transfer has this status when it has been validated in the tool by the initiator of the transfer or by a third party. It can be a transfer with execution date "current date" or execution date "deferred date". In the latter case, the transfer will remain in "Pending Processing/Secured" status until the execution request date. At this point the transfer can be modified or cancelled. It keeps this status until it is transmitted to the bank.
Awaiting validation	This intermediate status appears in cases where the transfer has to be validated by a third party. At this stage, the transfer is not transmitted to the bank; it will be transmitted once it has been validated.
In process/Transmitted	This status indicates that the transfer has been transmitted to the bank. At this point, the transfer can no longer be modified by the customer.
Executed	This status confirms that the transfer has been processed and executed by the bank. No further action can be taken on this transfer, apart from viewing it.
Rejected	This status indicates that the transfer has not been executed by the bank. No further action can be taken on this transfer, except for viewing it.
Cancelled	This status appears if you have cancelled the transfer.

VIEW YOUR STANDING ORDERS

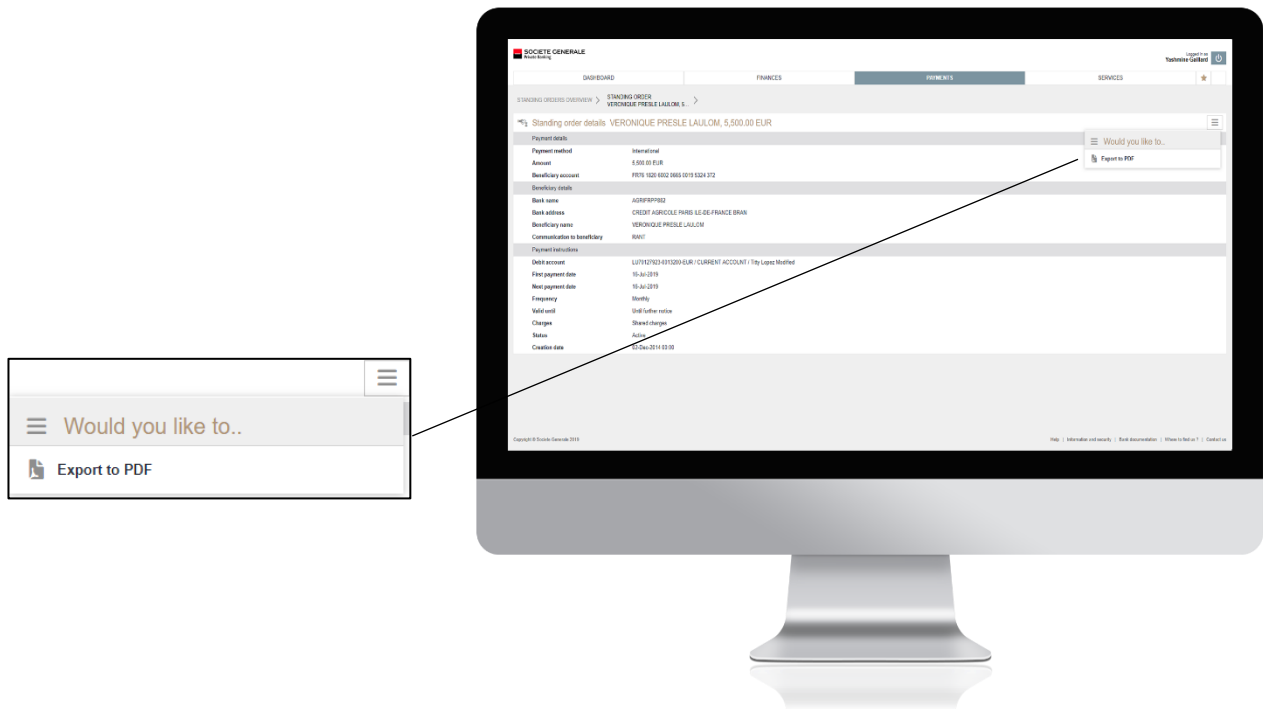
1 Place your cursor on "Payments" and select "Standing orders".



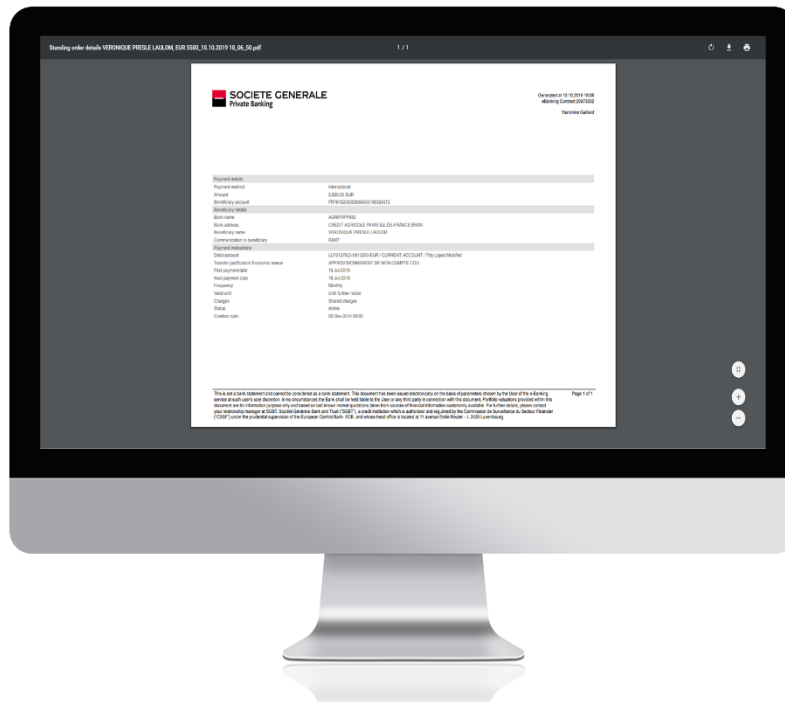
2 The complete list of your standing orders appears. You can refine your search by using the two filters at your disposal. To obtain more details, click on the transfer you wish to consult.



3 You can export the details of a standing order as a PDF file by clicking on  in the top right-hand corner and then on "Export as PDF".

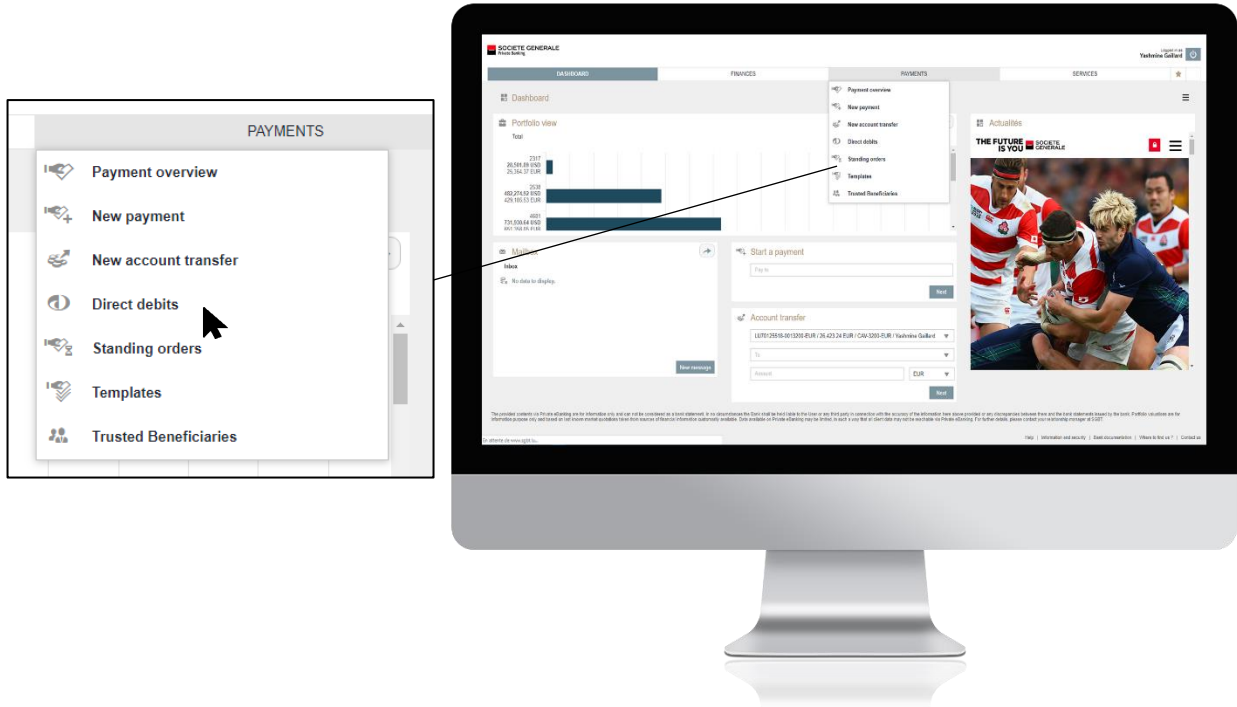


4 A document is directly saved in your "Downloads" folder, you can also save it in the folder of your choice.

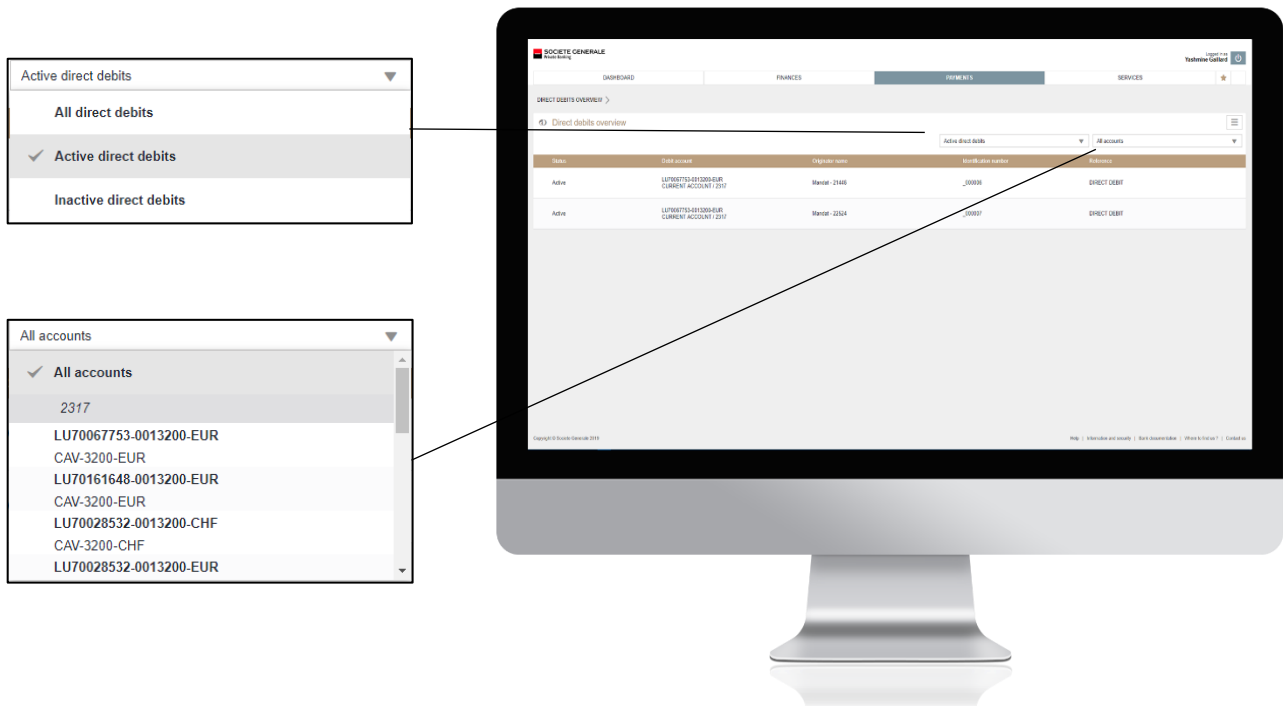


VIEW YOUR DIRECT DEBITS

1 Place your cursor on "Payments" and select "Direct debits".

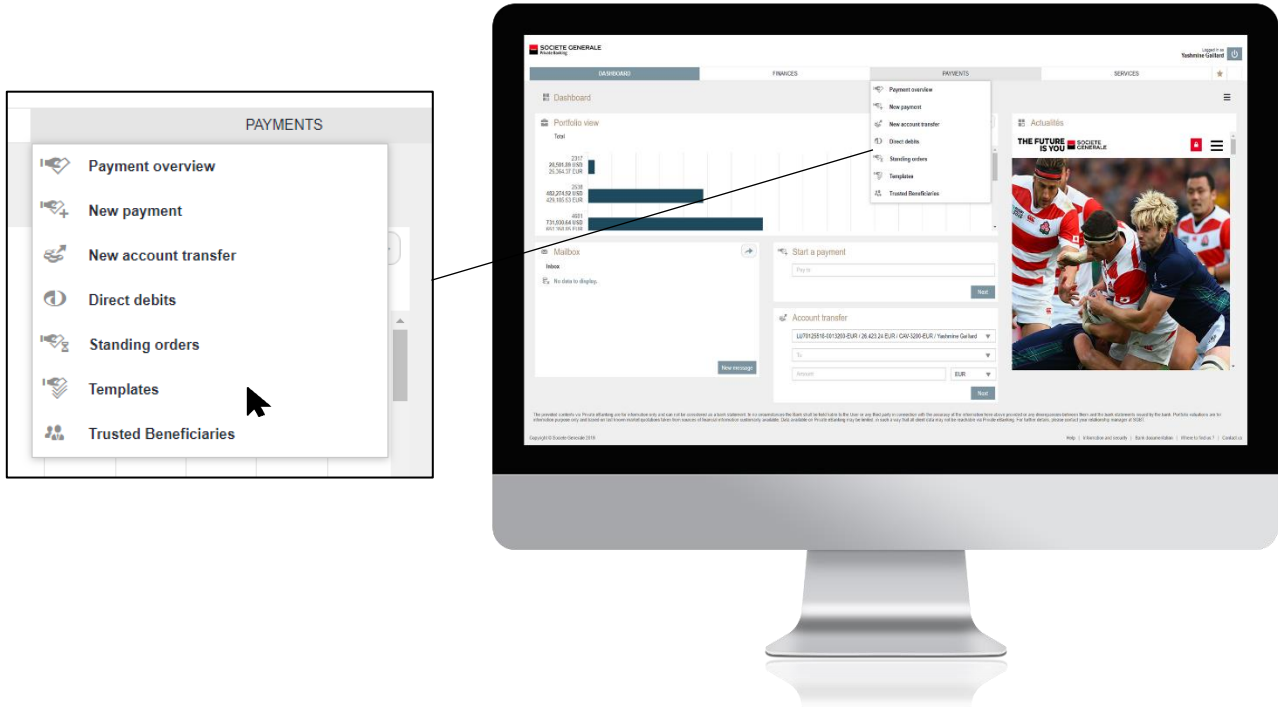


2 The complete list of your direct debits appears. You can refine your search by using the two filters at your disposal. To obtain more details, click on the sample you wish to view.

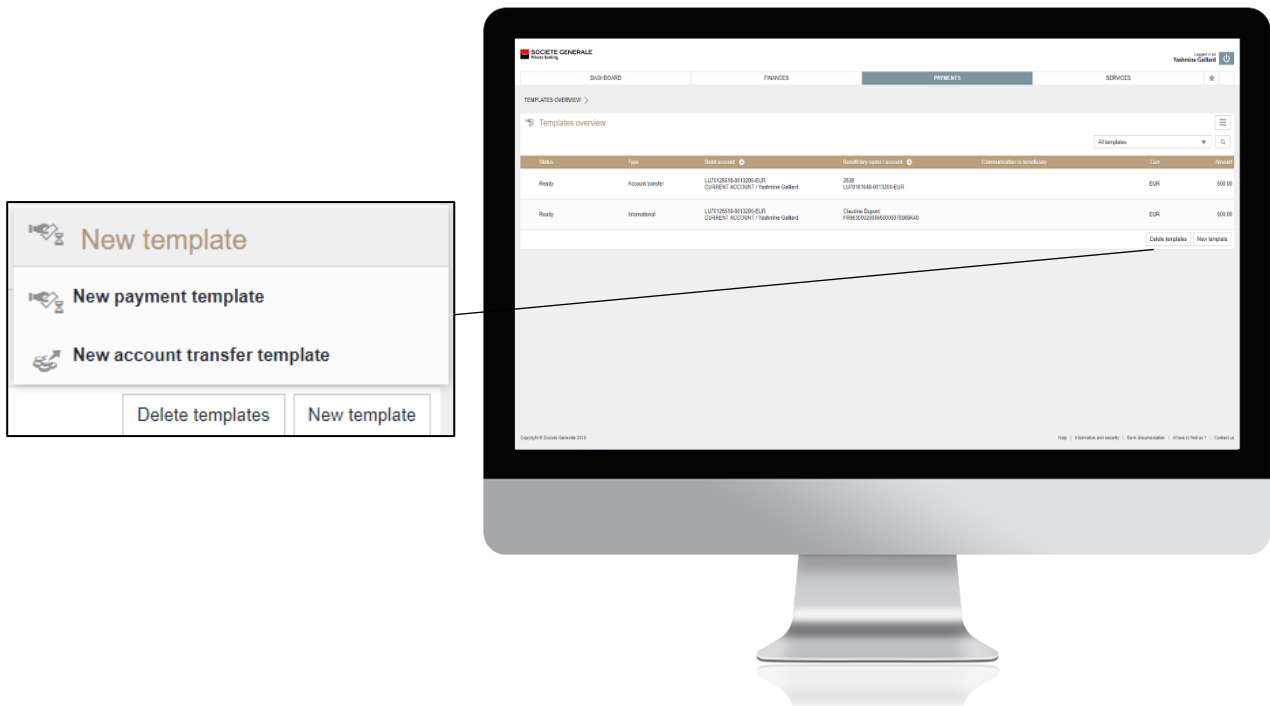


CREATE A TRANSFER TEMPLATE

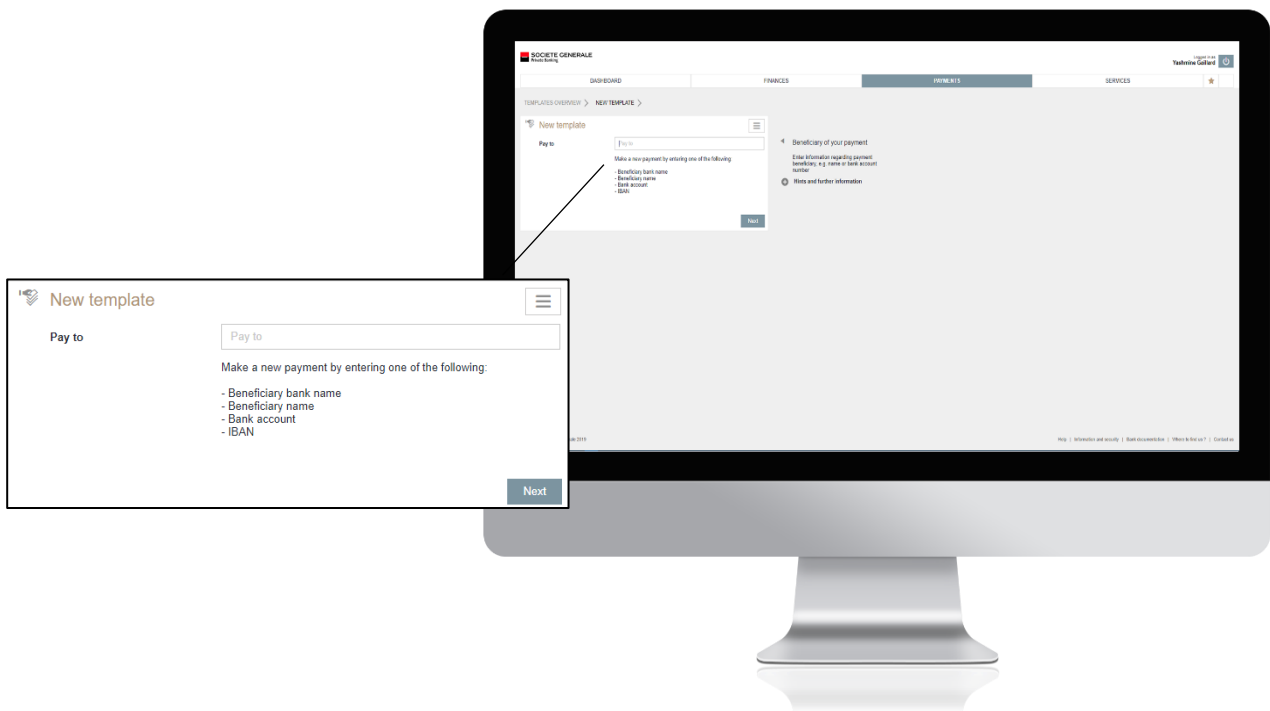
1 Place your cursor on "Payments" and select "Templates".



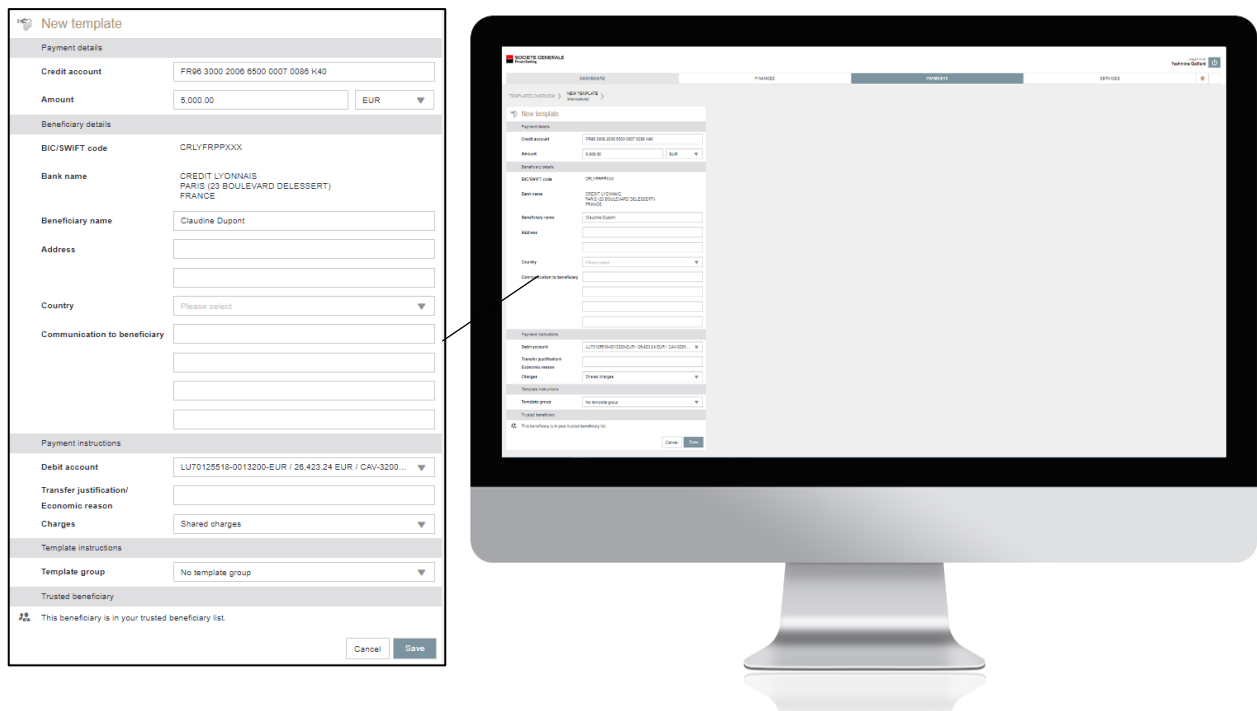
2 Click on "New Template" and select the type of template you wish to create.



3 Inform the beneficiary by entering one of the four proposed elements, then click on "Next".

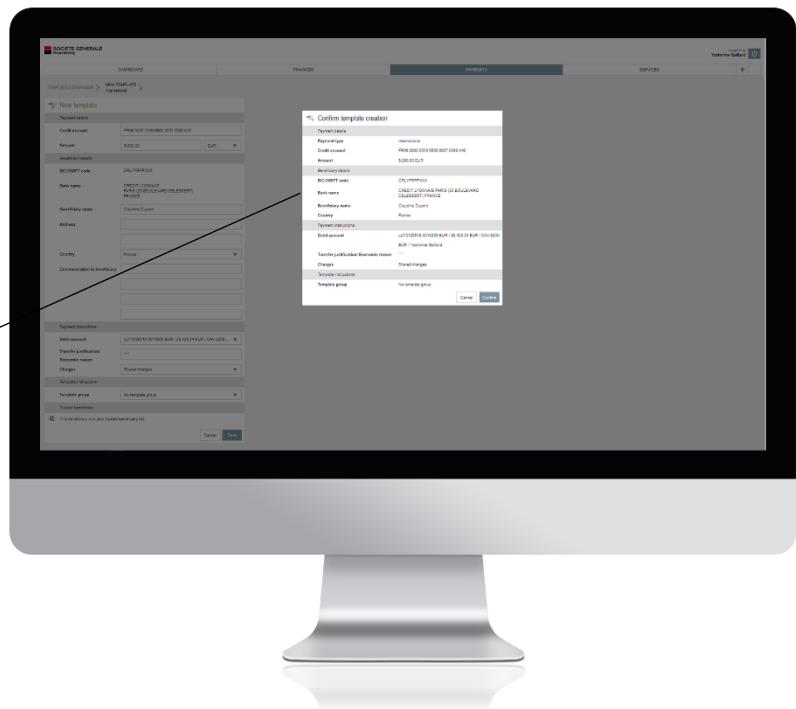


4 Fill in the following mandatory fields: the amount to be credited, the name of the beneficiary, the account to be debited and the reason for the transfer. Then click on "Save".



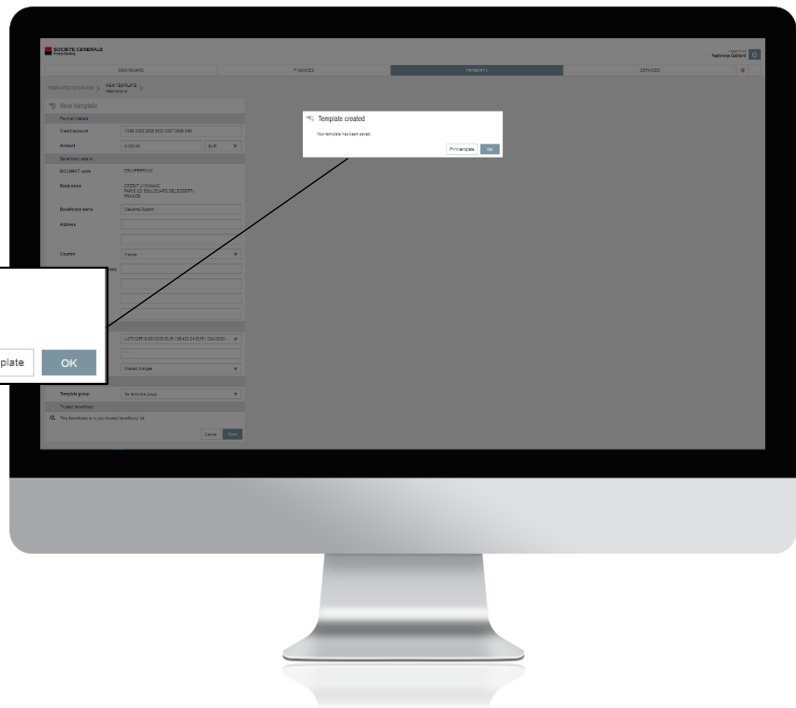
5 Read the summary of the transfer model carefully. To modify it, click on "Cancel", to proceed with the creation of the template press "Confirm".

Confirm template creation	
Payment details	
Payment type	International
Credit account	FR96 3000 2006 6500 0007 0086 K40
Amount	5,000.00 EUR
Beneficiary details	
BIC/SWIFT code	CLRYFRPPXXX
Bank name	CREDIT LYONNAIS PARIS (23 BOULEVARD DELESSERT) FRANCE
Beneficiary name	Claudine Dupont
Country	France
Payment instructions	
Debit account	LU70125618-0013200-EUR / 26.423.24 EUR / CAV-3200-
Transfer justification/ Economic reason	EUR / Yashmine Gaillard
Charges	Shared charges
Template instructions	
Template group	No template group
<input type="button" value="Cancel"/> <input type="button" value="Confirm"/>	



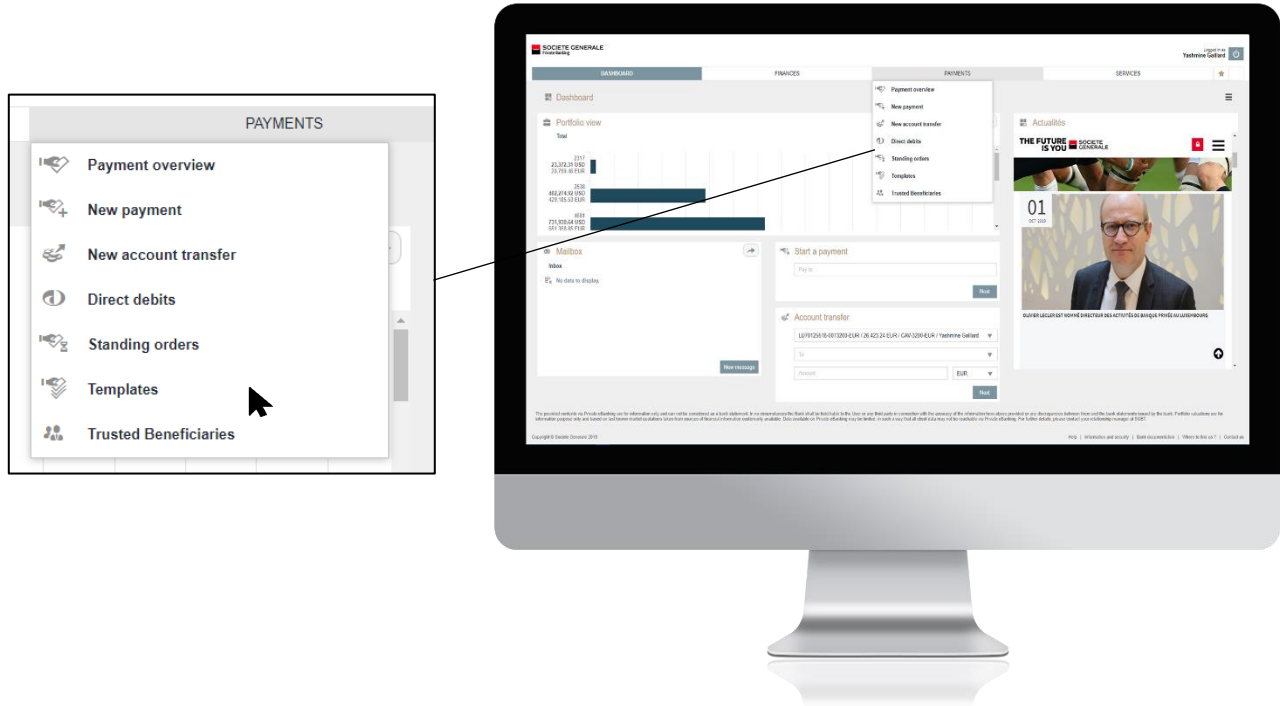
6 Your transfer template has been saved, click "OK".

Template created	
Your template has been saved.	
<input type="button" value="Print template"/> <input type="button" value="OK"/>	

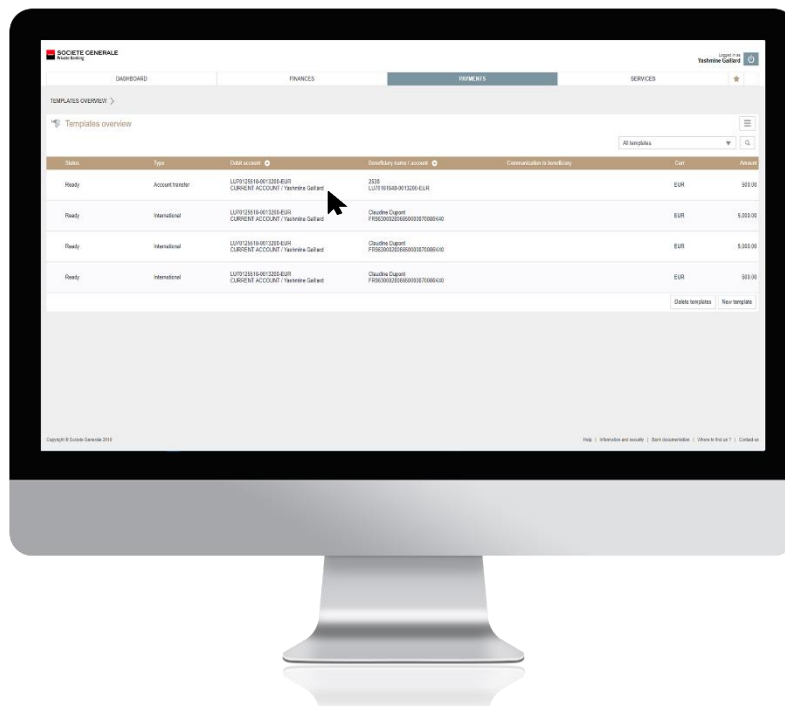


VIEW A TRANSFER TEMPLATE

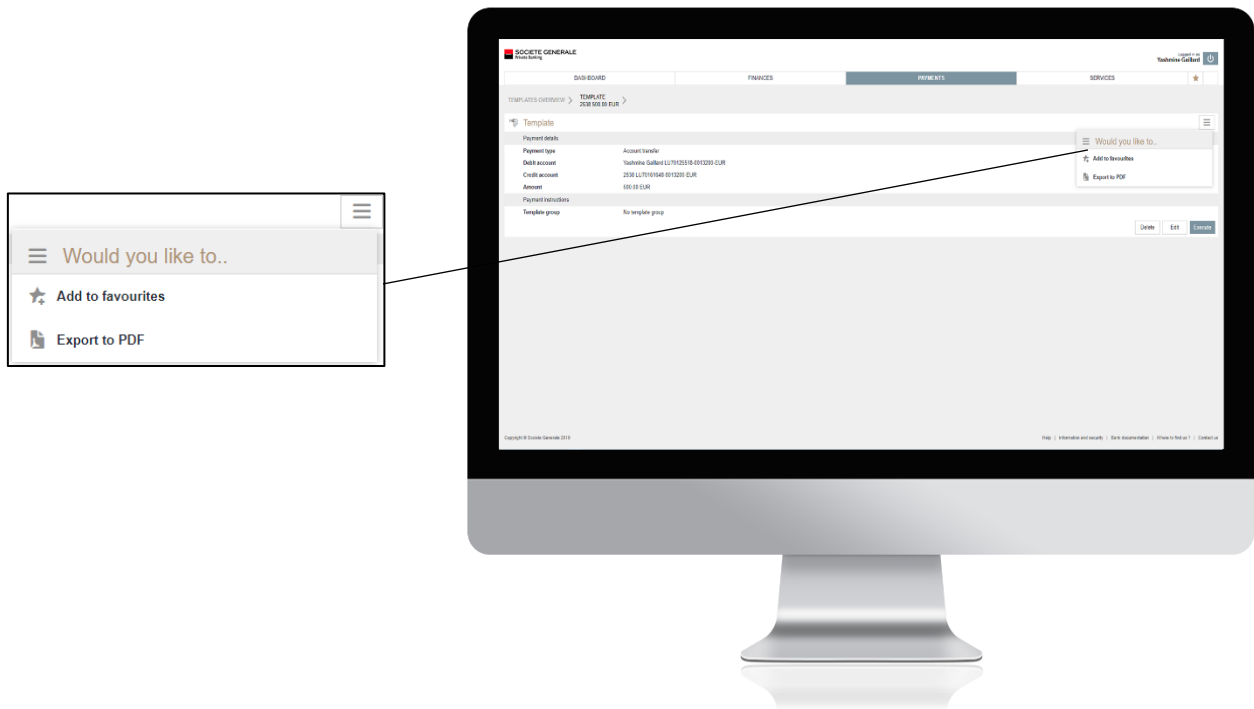
1 Place your cursor on "Payments" and select "Templates".



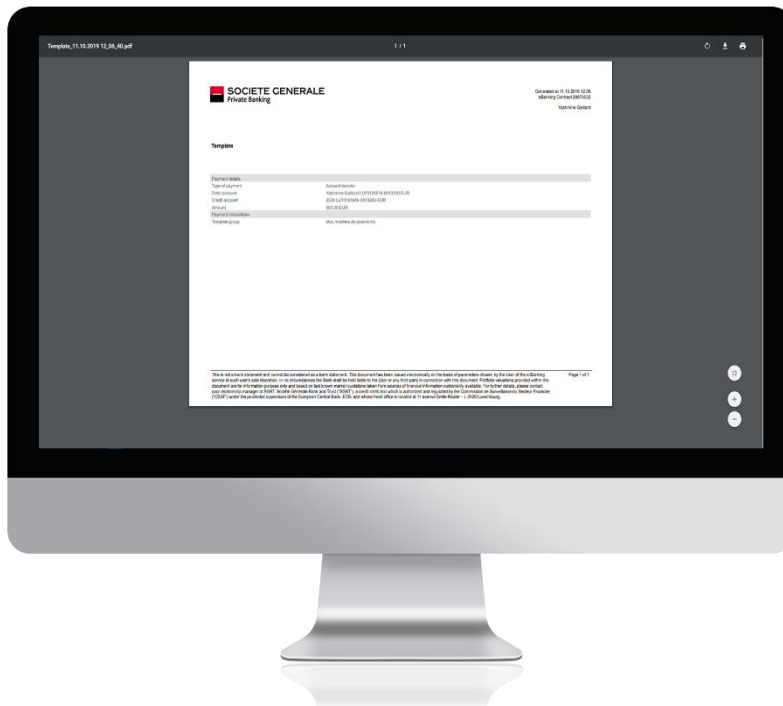
2 The complete list of your transfer models appears. For more details, click on the transfer model you wish to view.



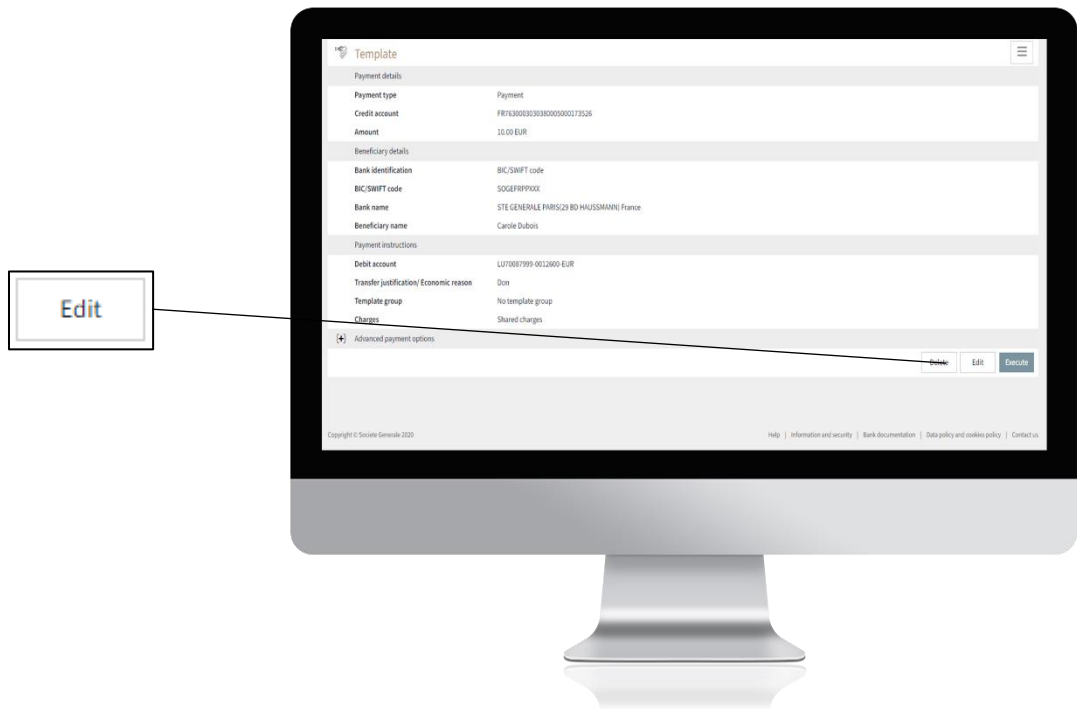
3 You can export the details of a transfer template as a PDF file by clicking on the top right-hand side  and then on "Export as PDF".



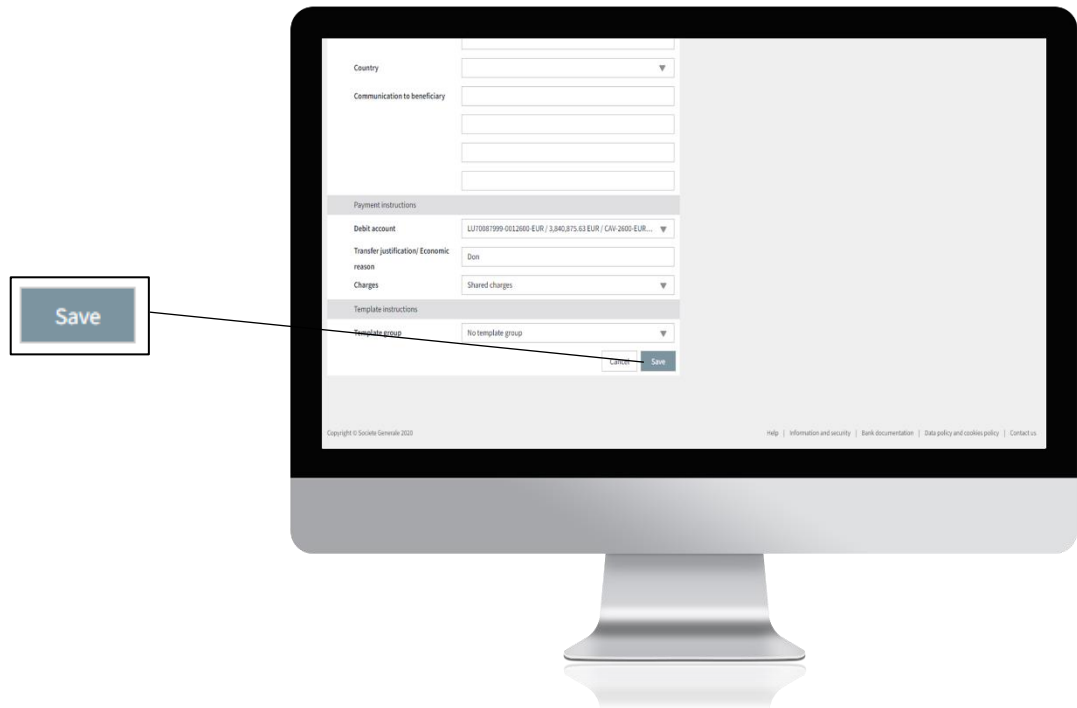
4 A document is directly saved in your "Downloads" folder, you can also save it in the folder of your choice.



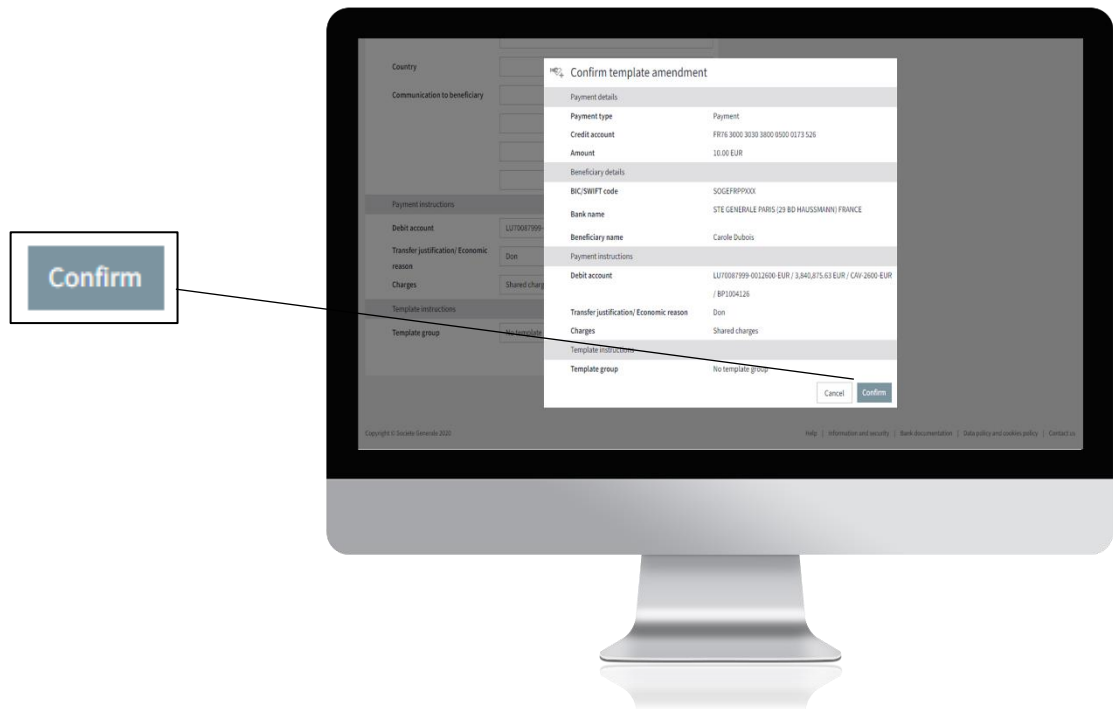
3 Click on "Edit" at the bottom right.



4 Make the changes you wish to make to the transfer template and then click "Save".



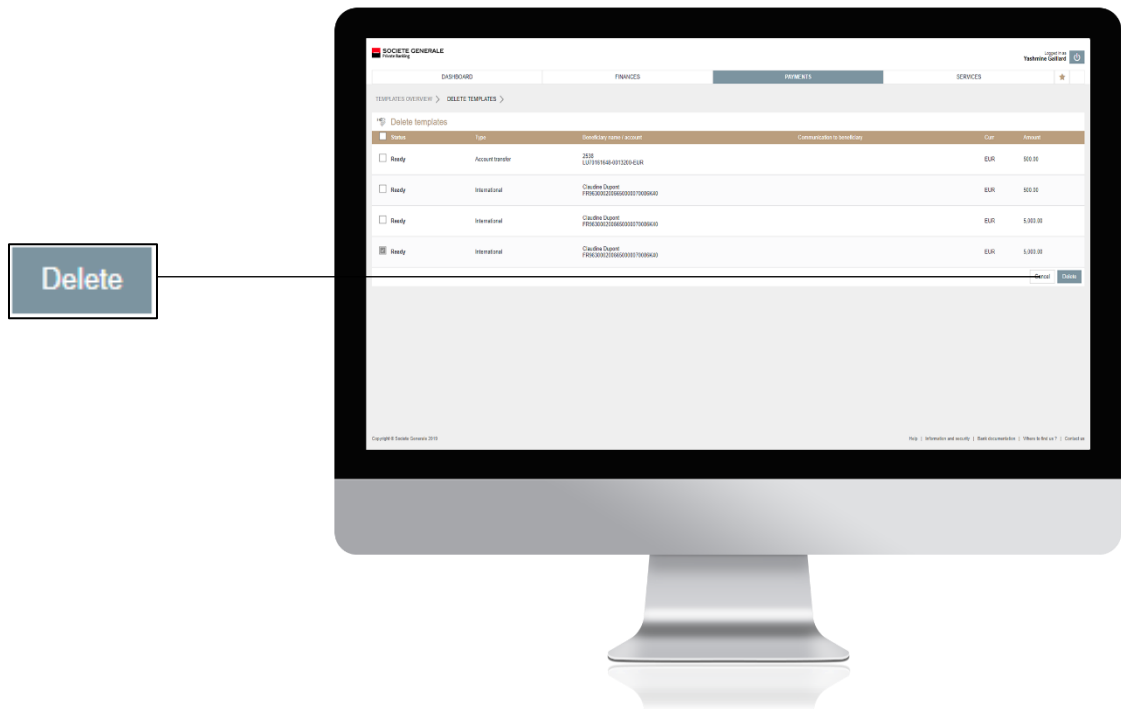
5 Read the summary of the model change carefully. To modify it, click on "Cancel", to save the changes, press "Confirm".



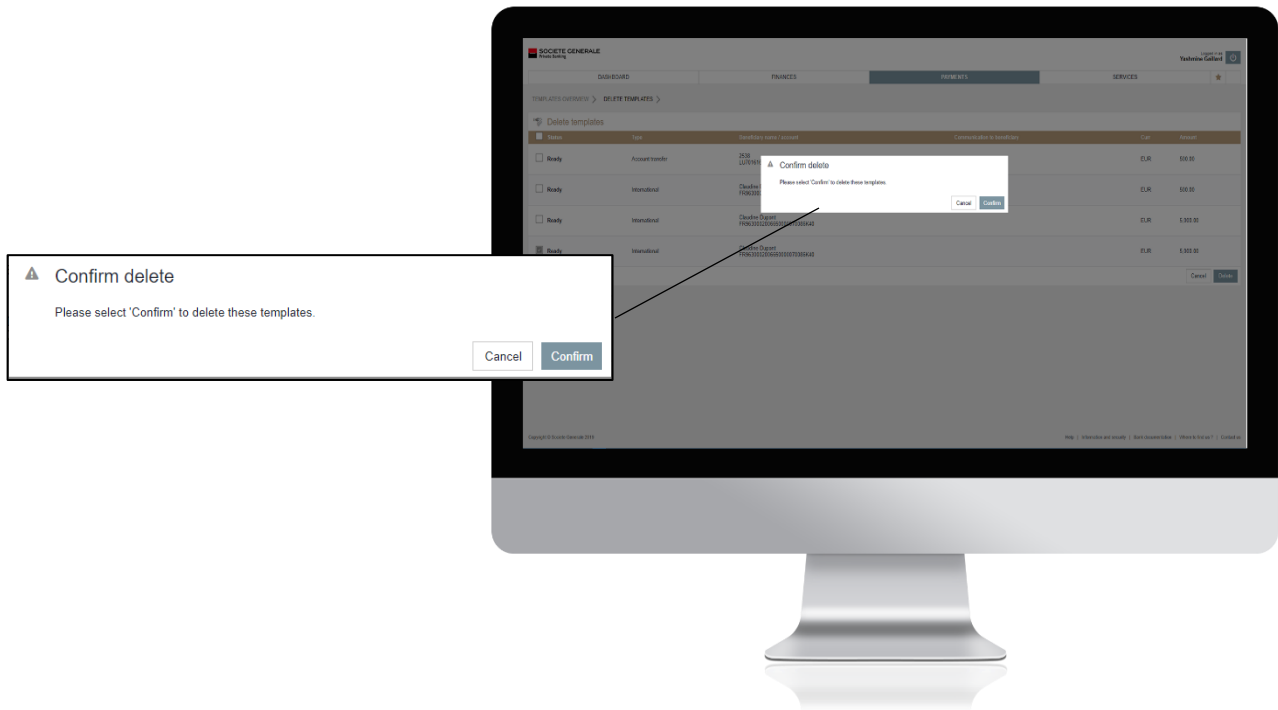
6 A confirmation message appears. Click "OK" to finalize the changes.



3 Select the transfer model you wish to delete and click on "Delete".



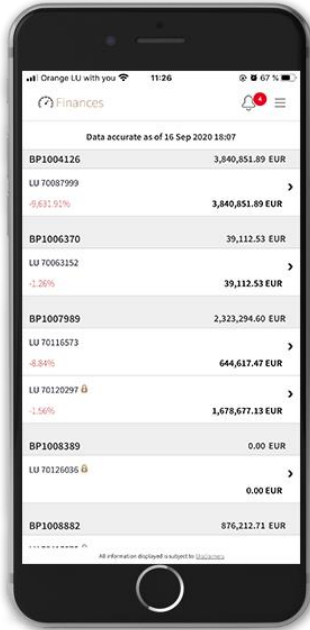
4 A confirmation message appears. Click "Confirm" to complete the deletion.



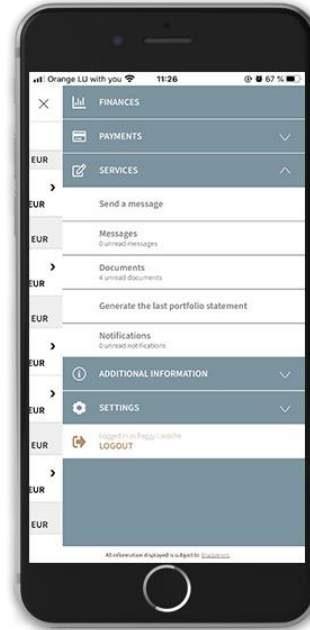
SERVICES

SEND A MESSAGE TO YOUR PRIVATE BANKER ON MOBILE PHONE

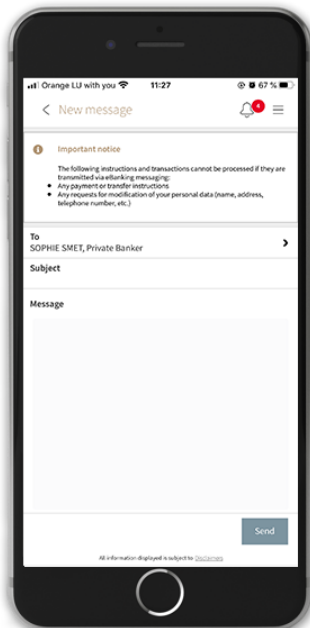
1 Press the menu ☰ at the top right.



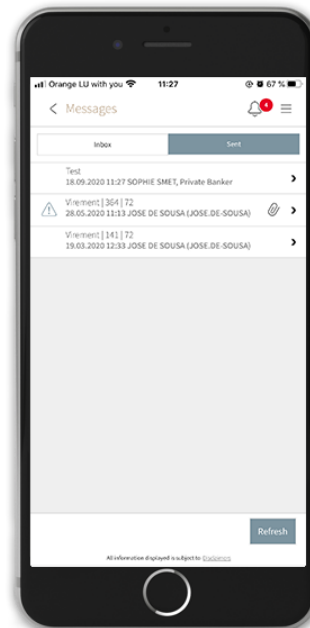
2 Tap the "Services" tab and then tap "Send a message".



3 Fill in the free "Subject" field, compose your message and press "Send".

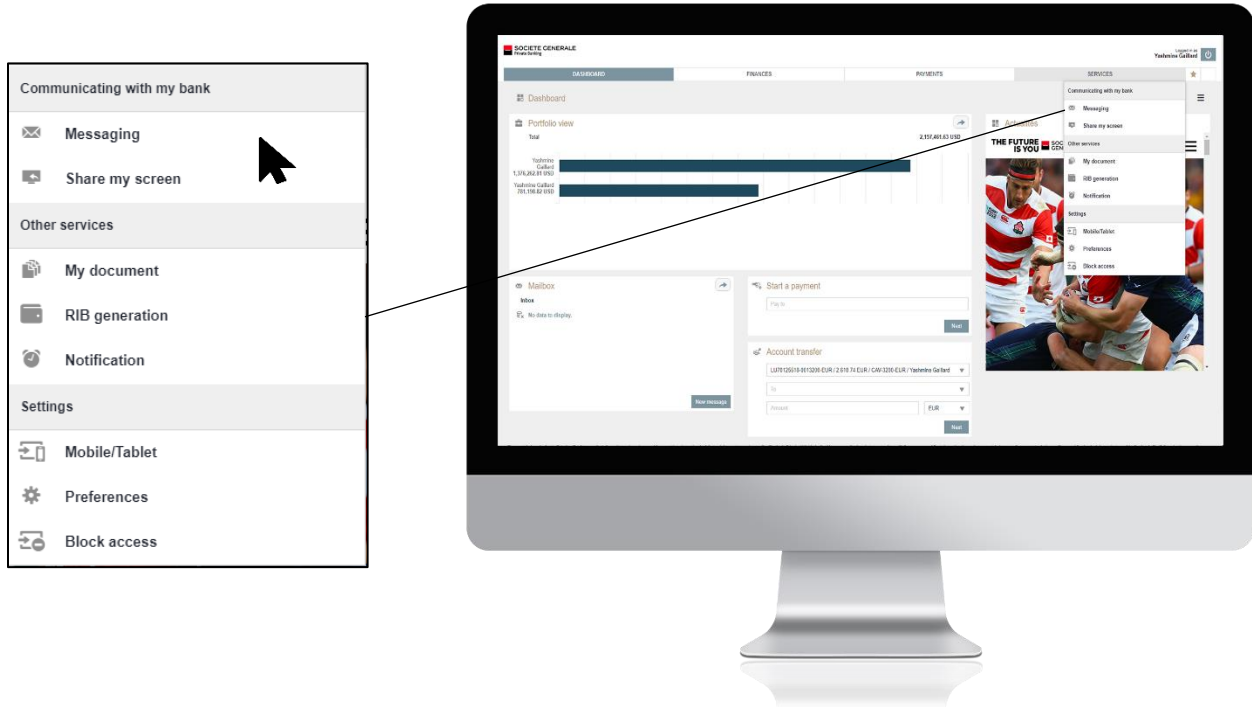


4 Your message has been sent successfully, you can view it in the "Sent" tab.

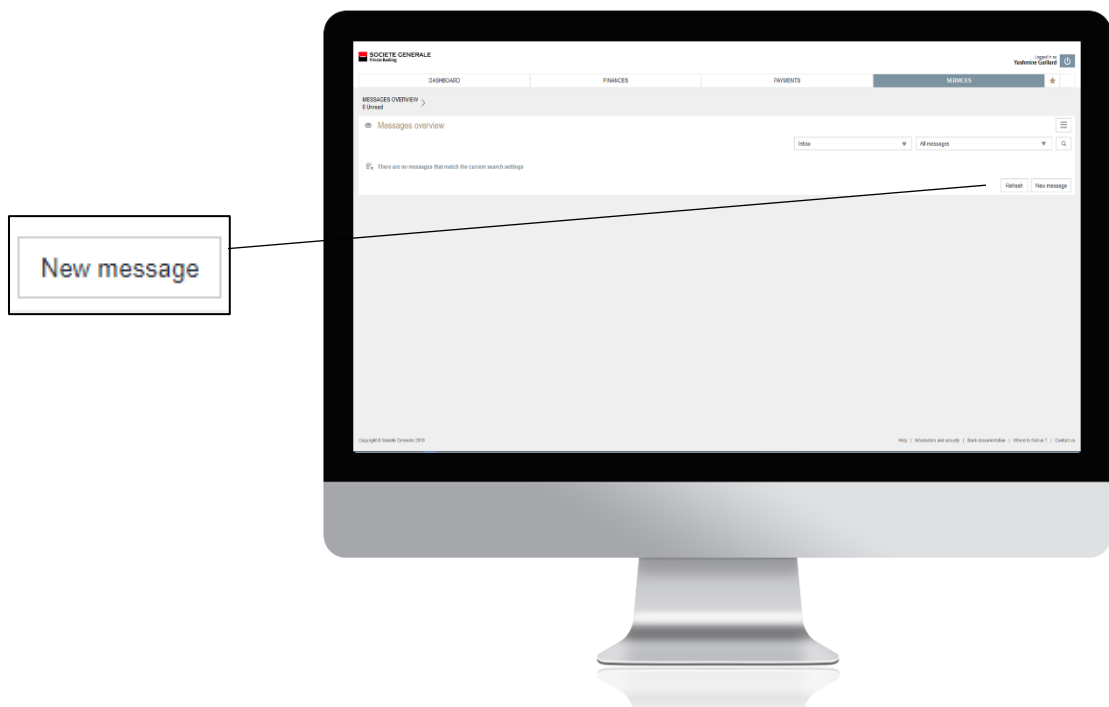



SEND A MESSAGE TO YOUR PRIVATE BANKER ON COMPUTER

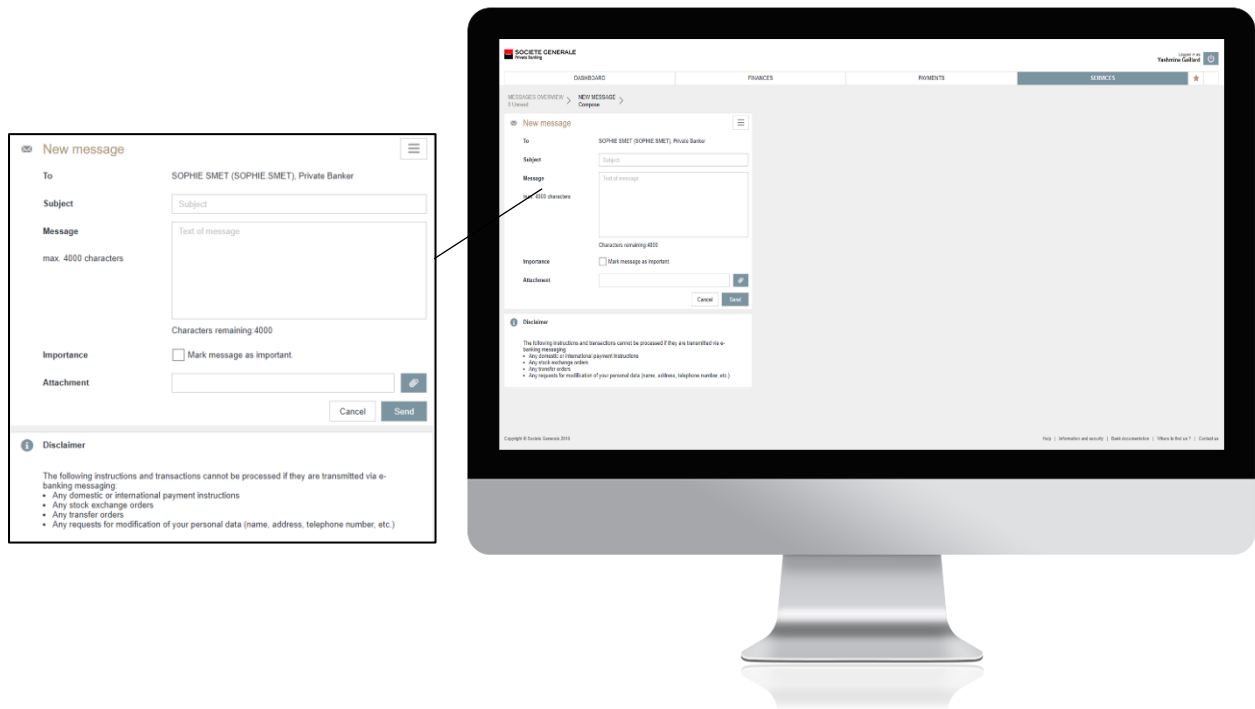
1 Place your cursor on the "Services" tab and select "Messaging".



2 You can filter the messages by clicking on the "Inbox" and "All messages" drop-down menus and create filters in each of these menus using the "edit" button. Select the "New Message" button located at the bottom right of the insert.



3 Fill in the various free fields, add an attachment if necessary by clicking on the icon  and then click on "Send".

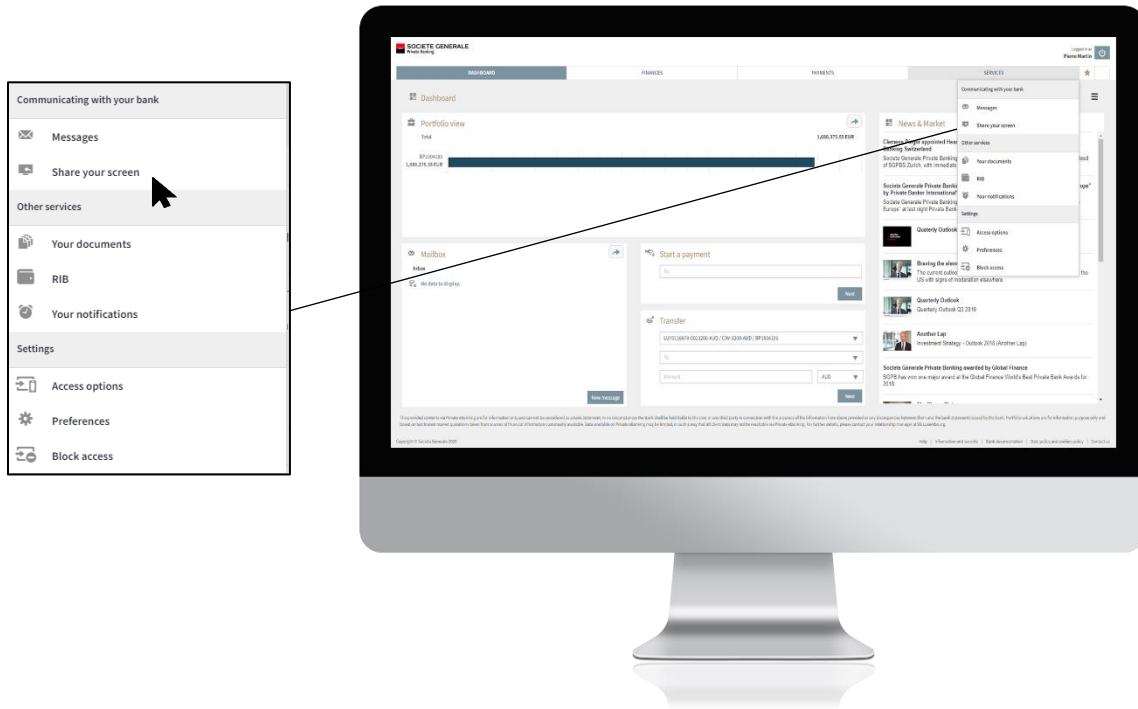


4 Your message has been sent. Click "Next" to finish.

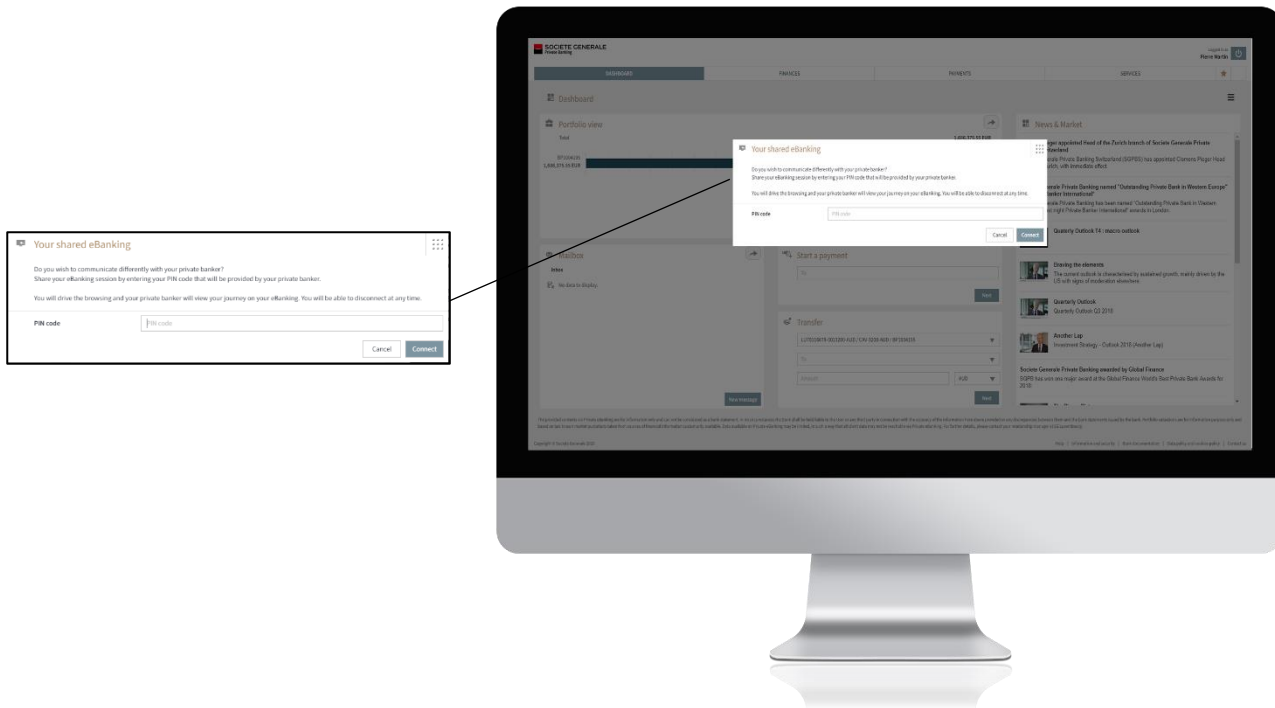


SHARE YOUR SCREEN WITH YOUR PRIVATE BANKER (ONLY ON COMPUTER AND TABLET)

1 Place your cursor on the "Services" drop-down menu and select the "Share my screen" option.



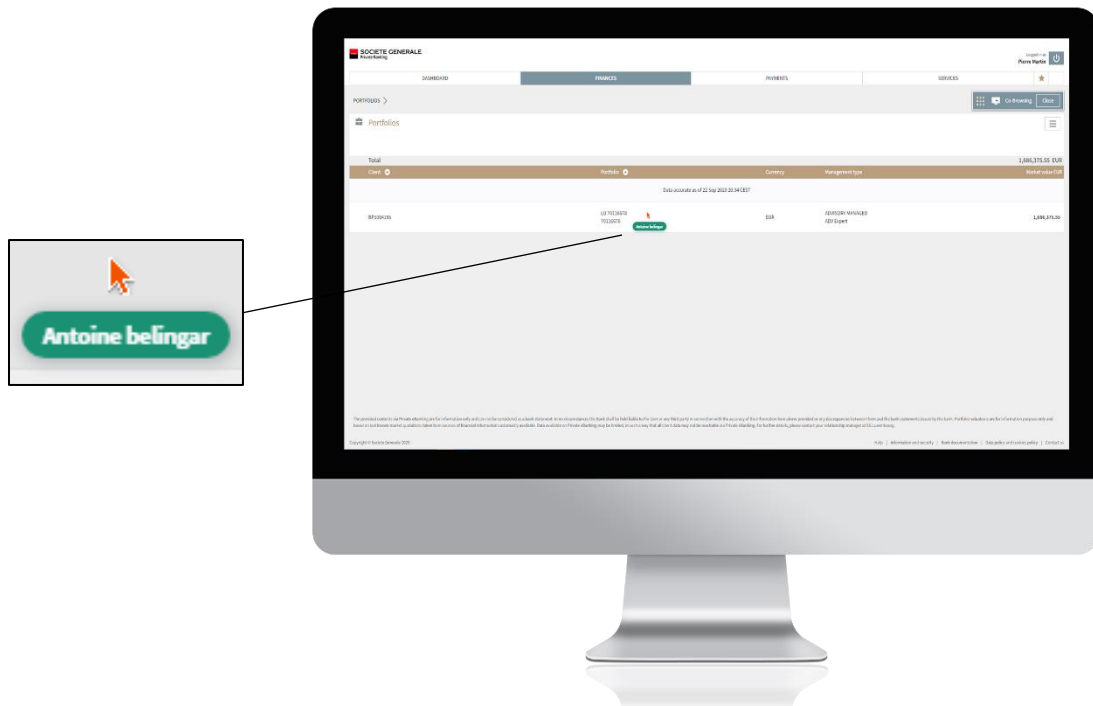
2 Enter the PIN code communicated by your private banker then click on "Connect me".



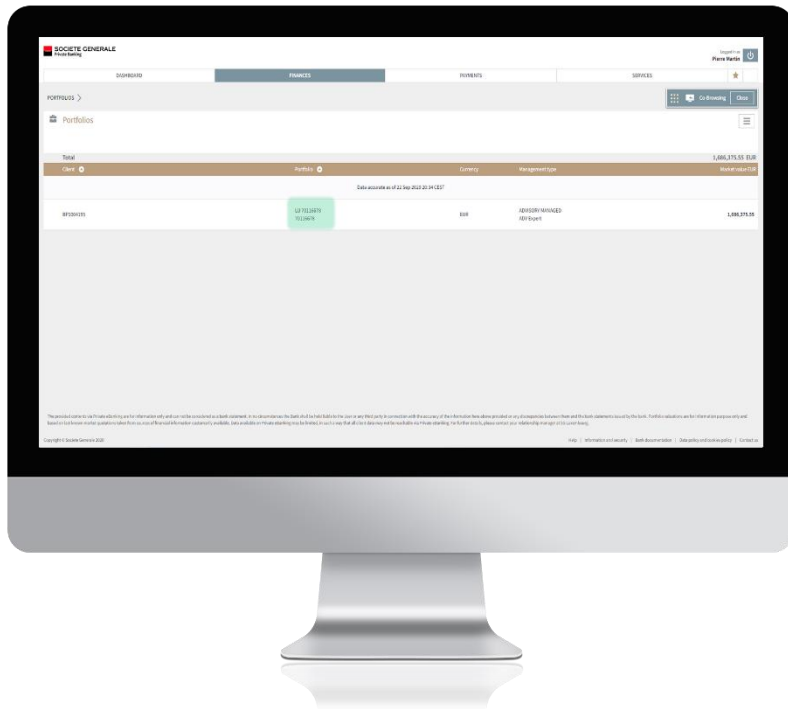
3 The PIN window closes and co-browsing starts. A "Co-Browsing" insert appears in the upper right corner to let you know. You can move it around as you wish.



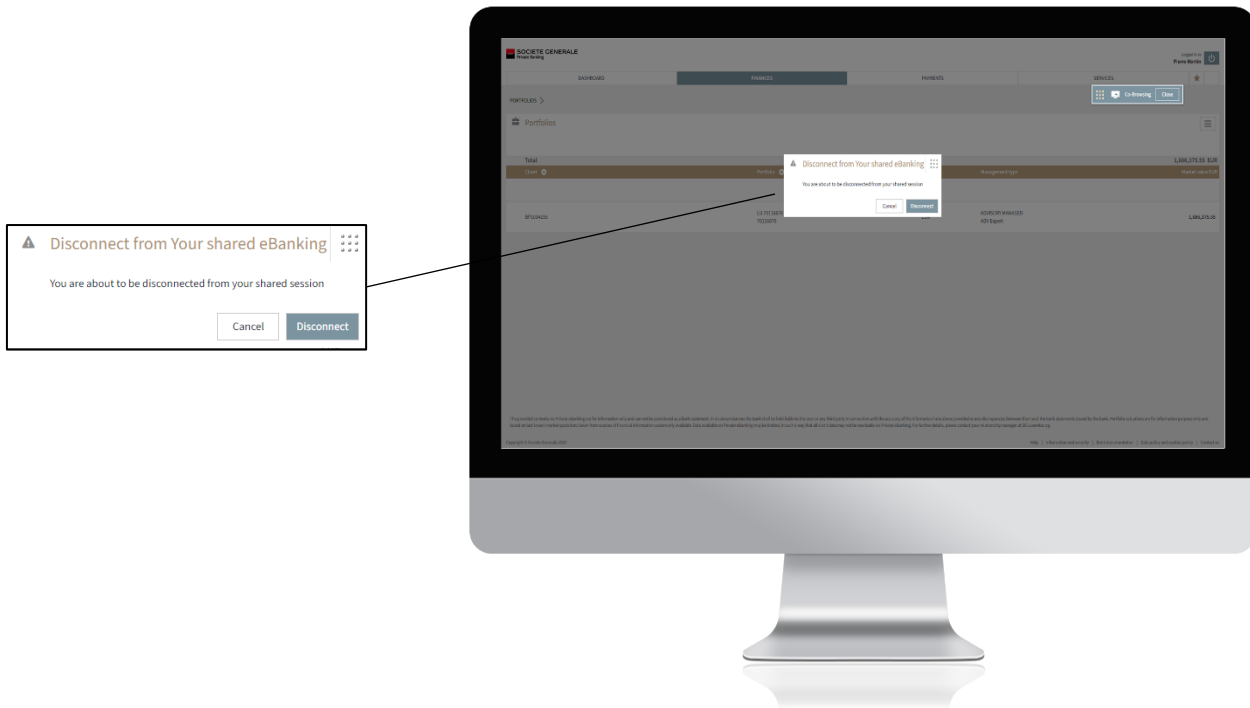
4 You are the master of navigation and your private banker can guide you with his cursor that appears on your monitor.



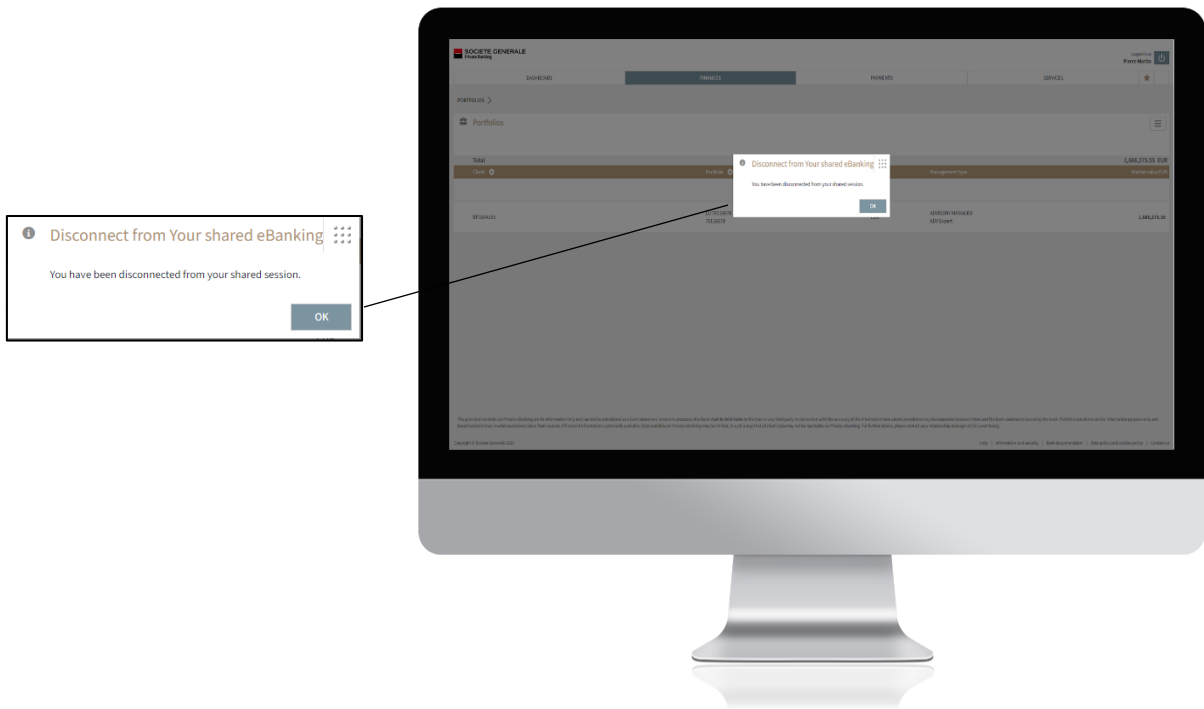
5 The latter can also designate elements in order to highlight them for you (green rectangle).



6 To stop screen sharing, click on "Close" in the box mentioned in point 3, then click on "Disconnect".

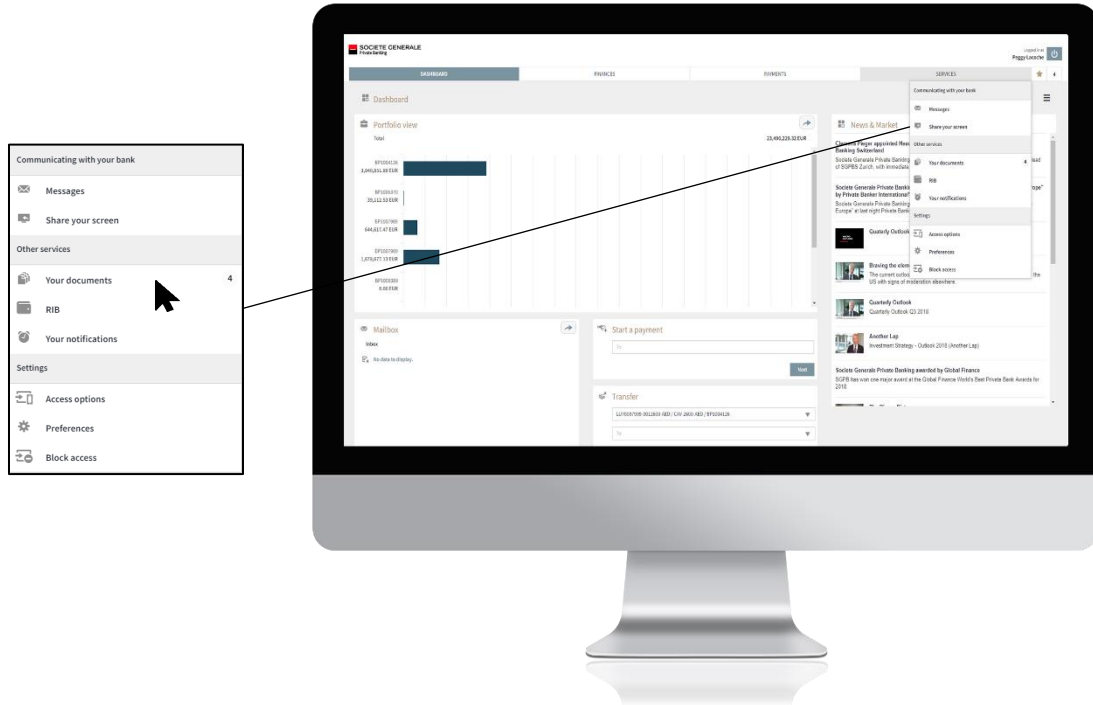


7 A confirmation message appears. Click "OK" to remove it.

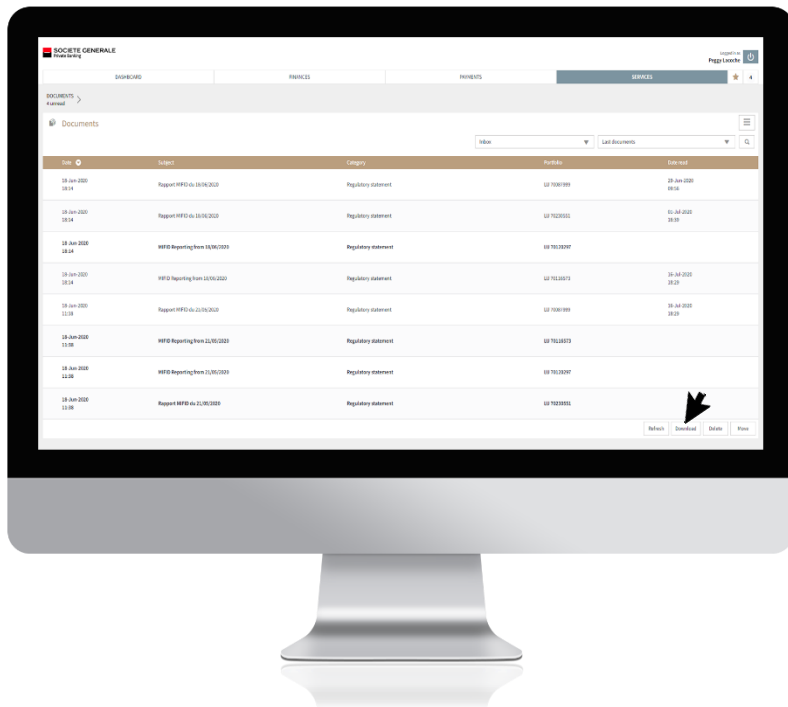


DOWNLOAD DOCUMENTS ON COMPUTER AND TABLET

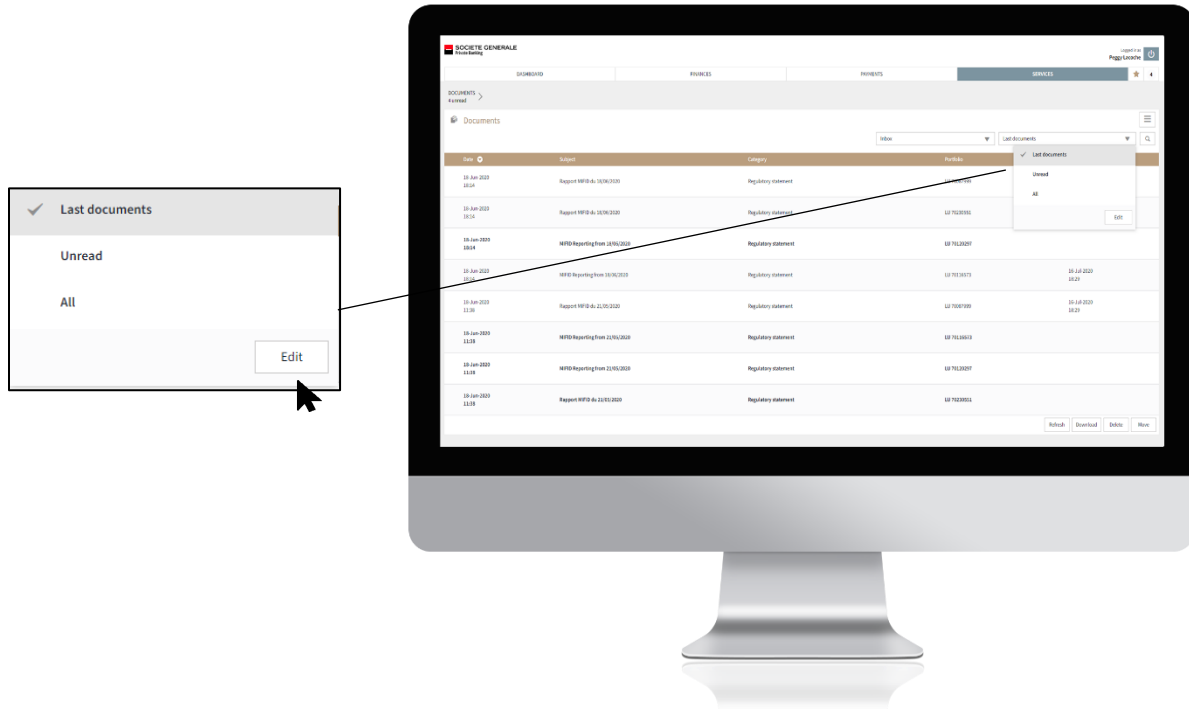
1 Go to the "Services" tab and then "Your documents".




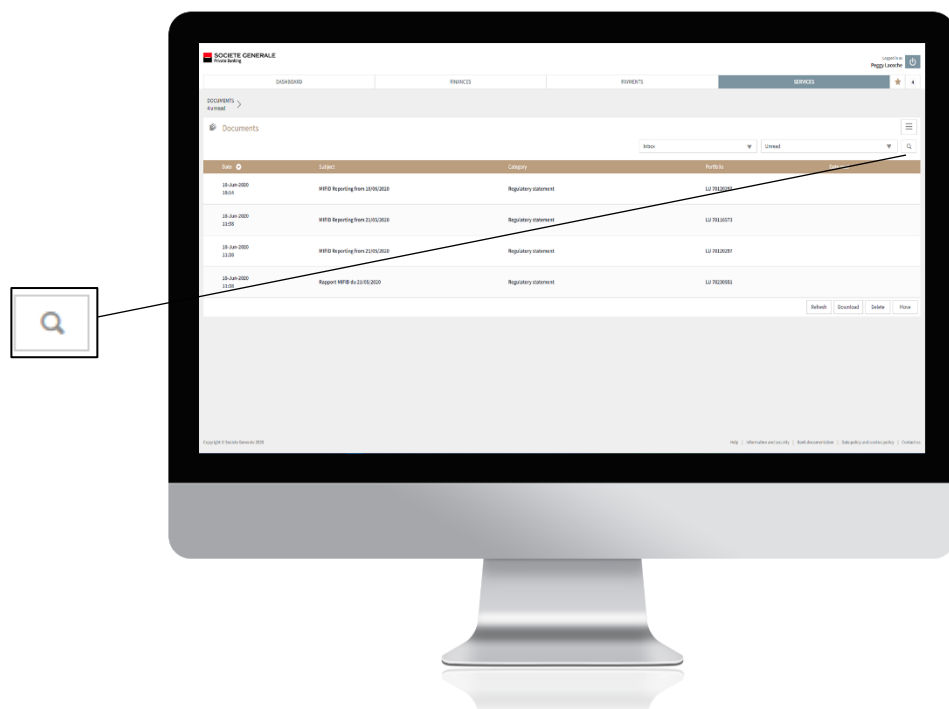
2 Click on "Download", then select one or more documents (to select all of them, check the box in the header), then click on "Download". You can also download a document by simply clicking on it. To move them, do the same by clicking on "Move".



3 To filter document types, click on the "Last Documents" drop-down menu and select the desired filter. To create a filter, click on "Edit".

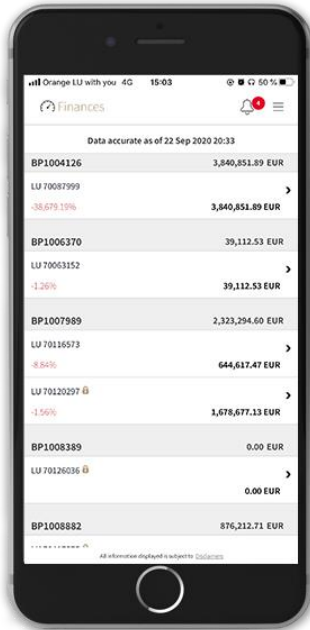


4 Configure the desired filter and then click "Save". You can  do an advanced search by clicking on the icon.

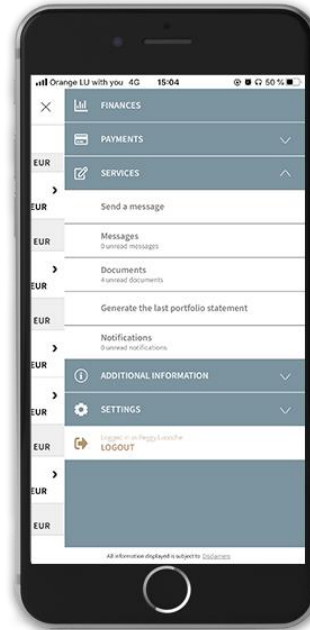


DOWNLOAD DOCUMENTS ON MOBILE PHONE

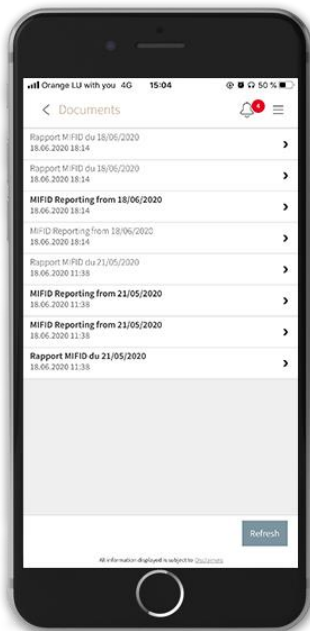
1 Press the menu ☰ at the top right.



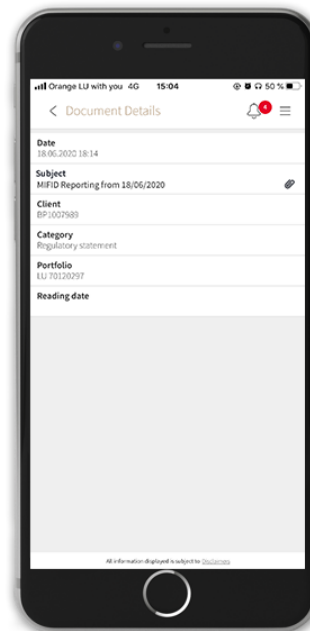
2 Press the "Services" tab and then the "Documents" section.




3 You get a list of your documents. To view the details of a document, press the desired line.

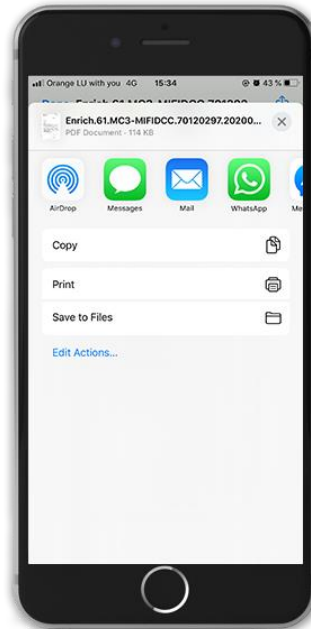


4 You get the details of the document. To view it, press on the line "object", icon 📎.



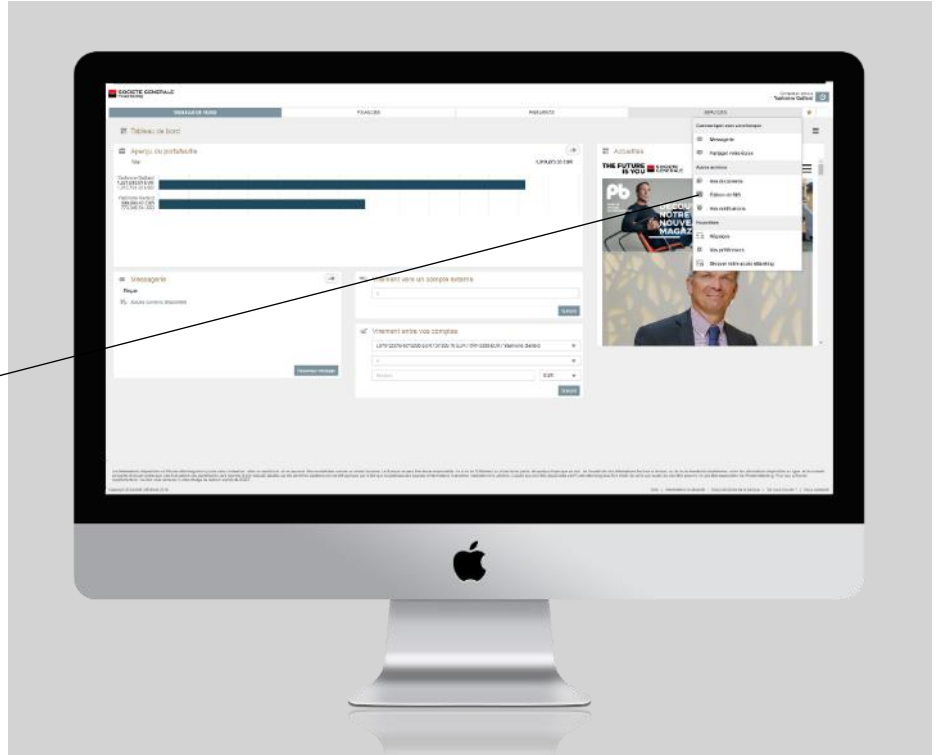
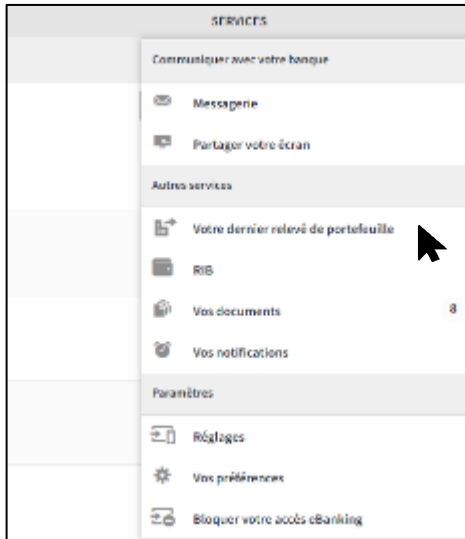
5 To download the document, click on the icon  in the top right corner.

6 There are various download options available to you. You can also choose to share it.

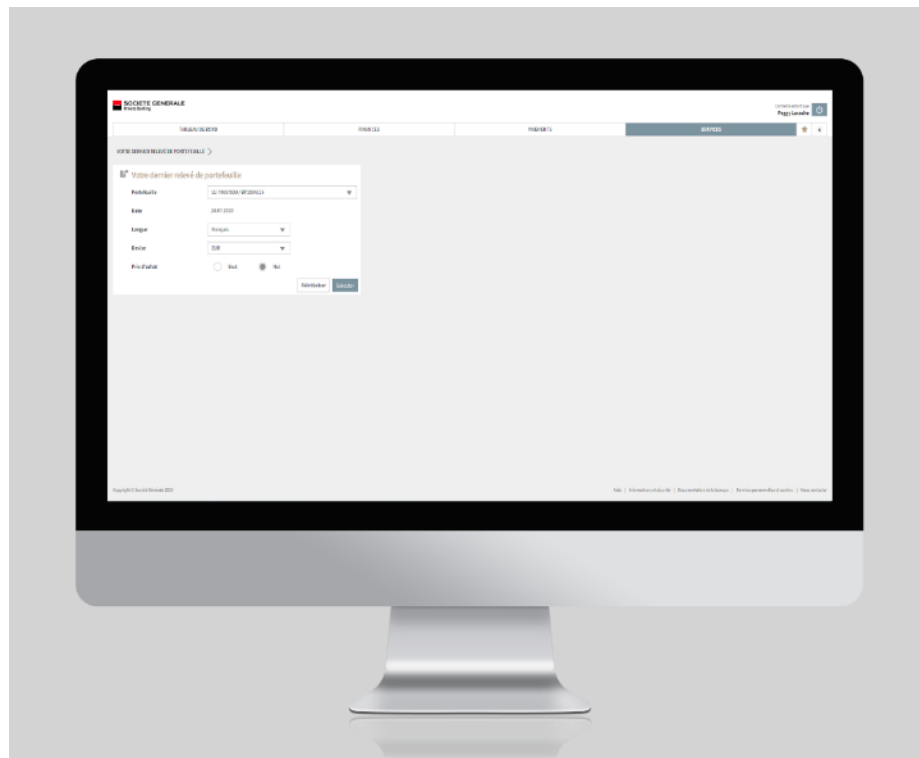


GENERATE YOUR LATEST PORTFOLIO STATEMENT ON COMPUTER/TABLET (COMING SOON)

1 Go to the "Services" tab and then to the "Your Last Wallet Statement" menu.

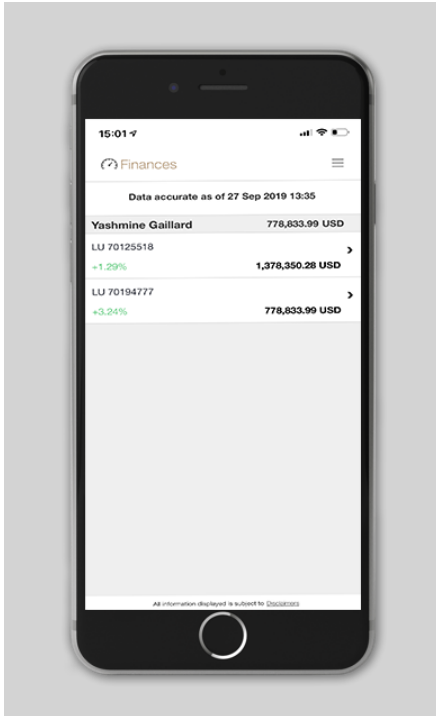


2 Select from the drop down menu the portfolio for which you wish to generate the statement, the language, currency and purchase prices expressed in Gross or Net and then click "Run".

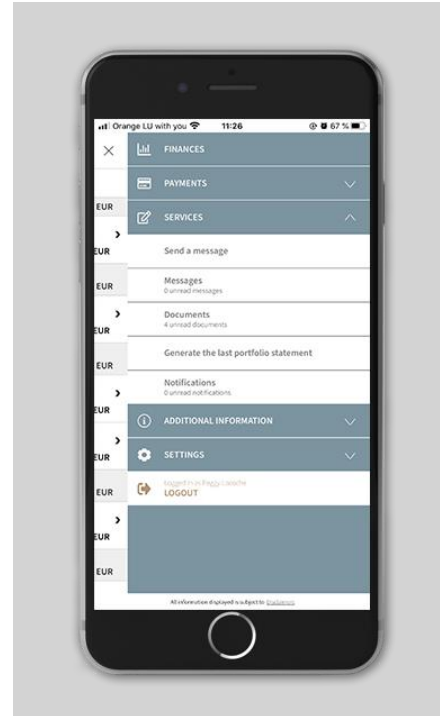


**GENERATE YOUR LATEST PORTFOLIO STATEMENT ON MOBILE PHONE
(COMING SOON)**

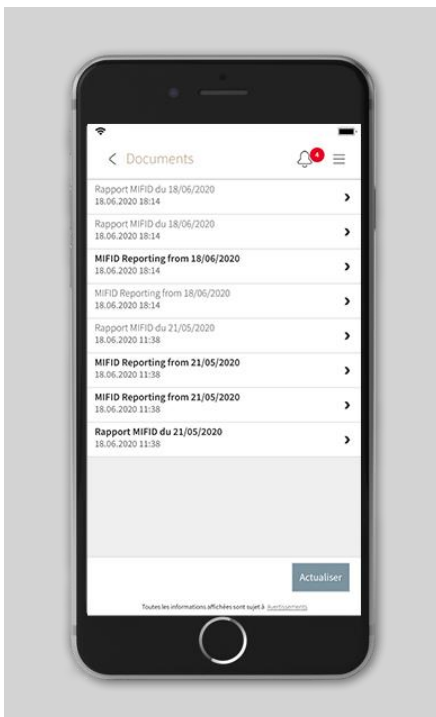
1 Press the menu  at the top right.




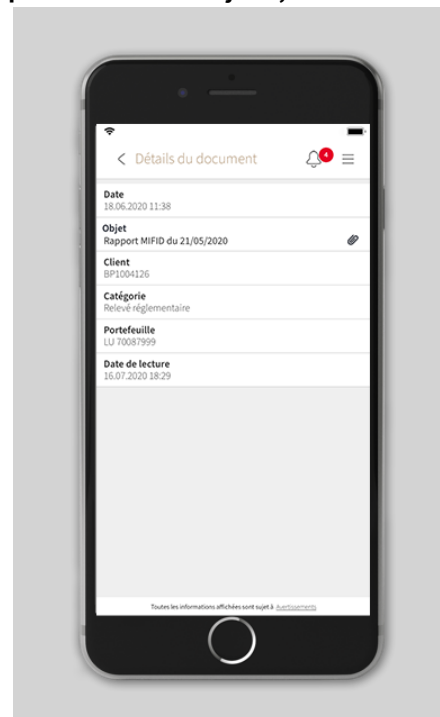
2 Tap the "Services" tab and then tap the "Generate Last Portfolio Statement" section.



3 You get a list of your documents. To view the details of a document, press the desired line.

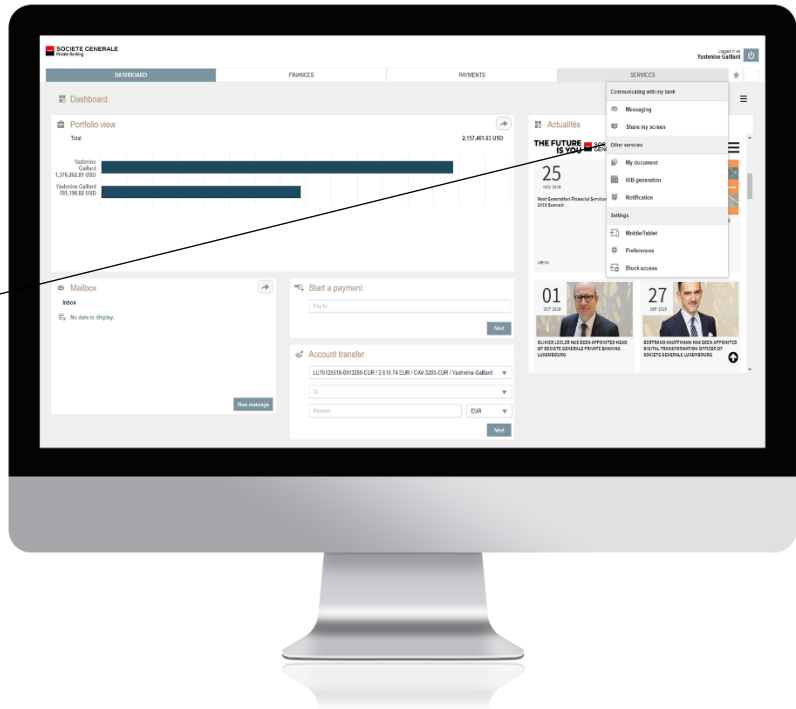
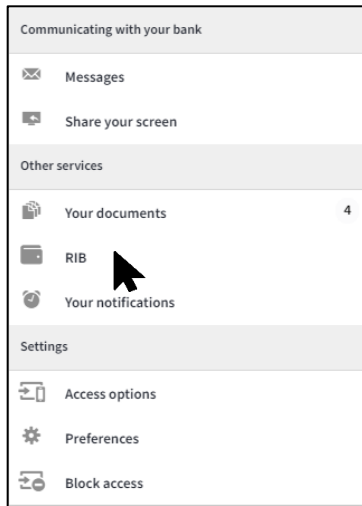


4 You get the details of the document. To visualize it, press on the line "objet", icon .

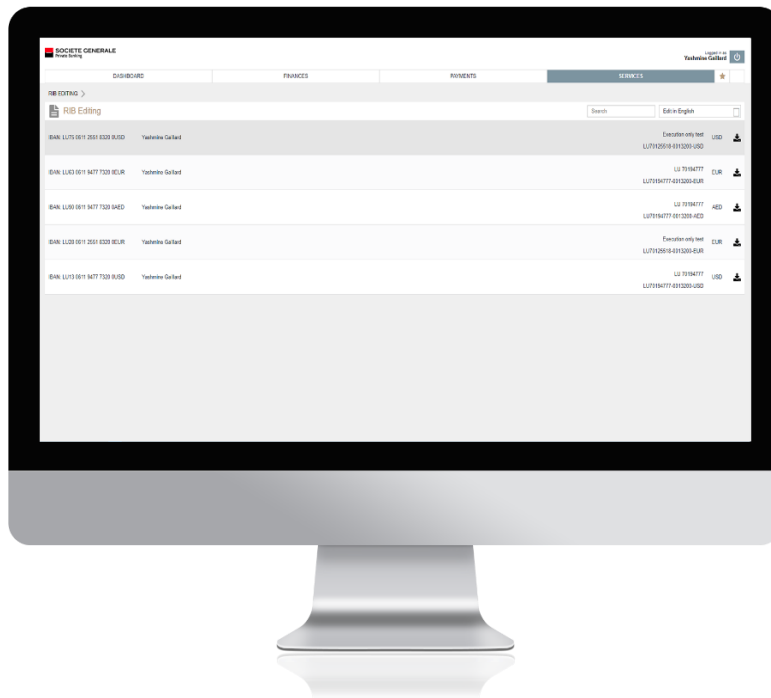


GENERATE A BANK DETAILS (ONLY AVAILABLE ON COMPUTER AND TABLET)

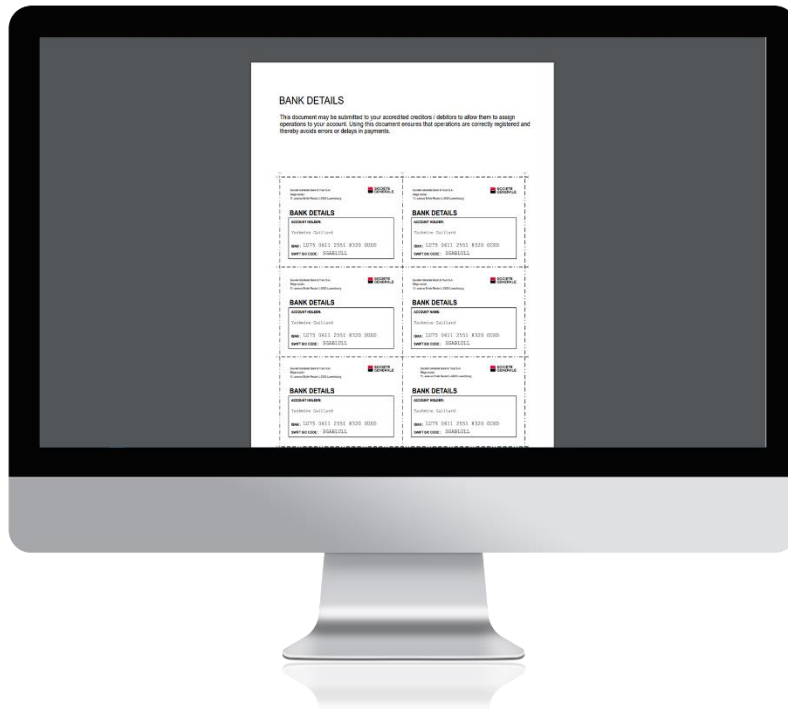
1 Place your cursor on the "Services" tab and select "RIB".



2 To generate bank details, click on the icon  next to the account of your choice.

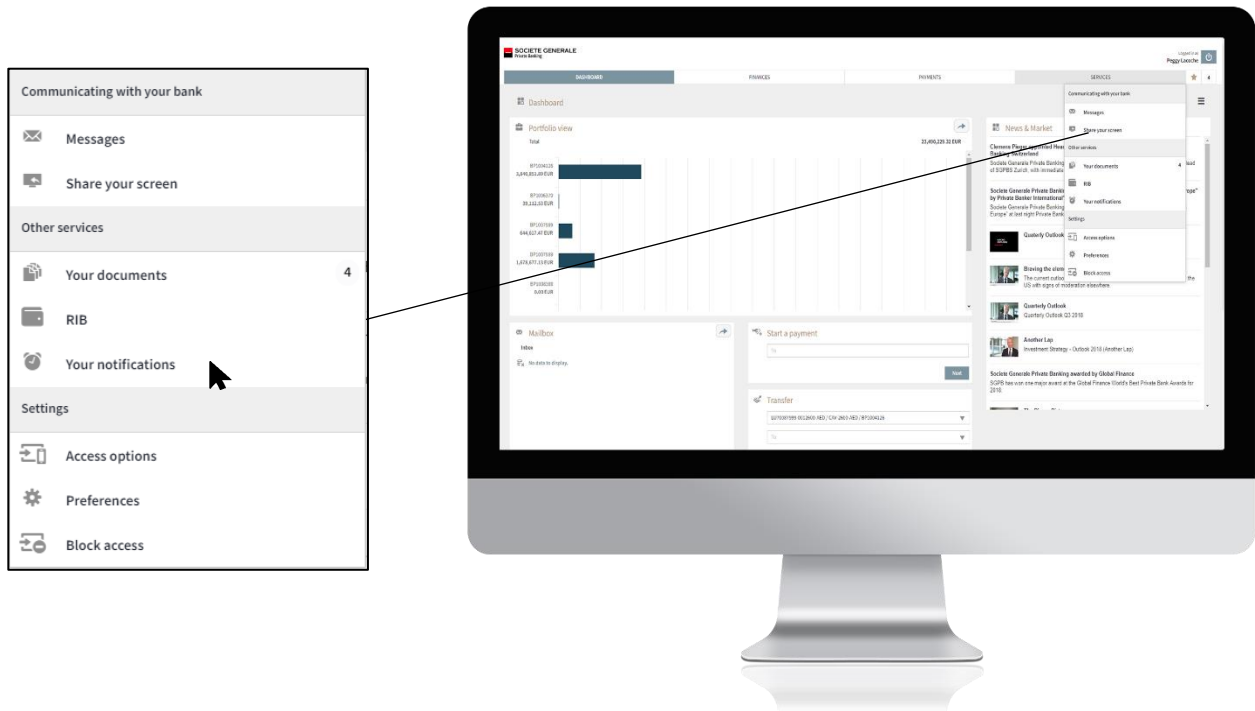


3 A document is directly saved in your "Downloads" folder; you can also save it in the folder of your choice.

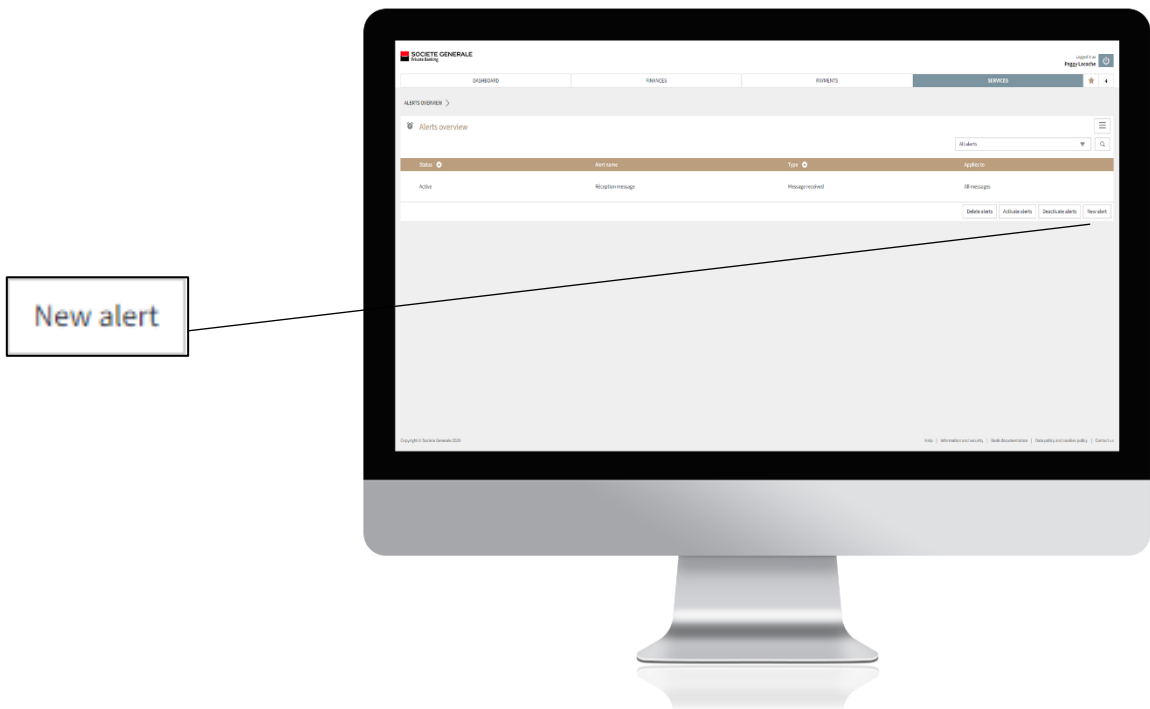


CREATE A NOTIFICATION (ONLY ON COMPUTER AND TABLET)

1 Place your cursor on the "Services" tab and select "Your notifications".



2 Click on "New alert".



3 Fill in the various free fields then click on "Save". You can create a notification when a message or document is received, or when a transfer changes its status.

New alert

Alert name

Type

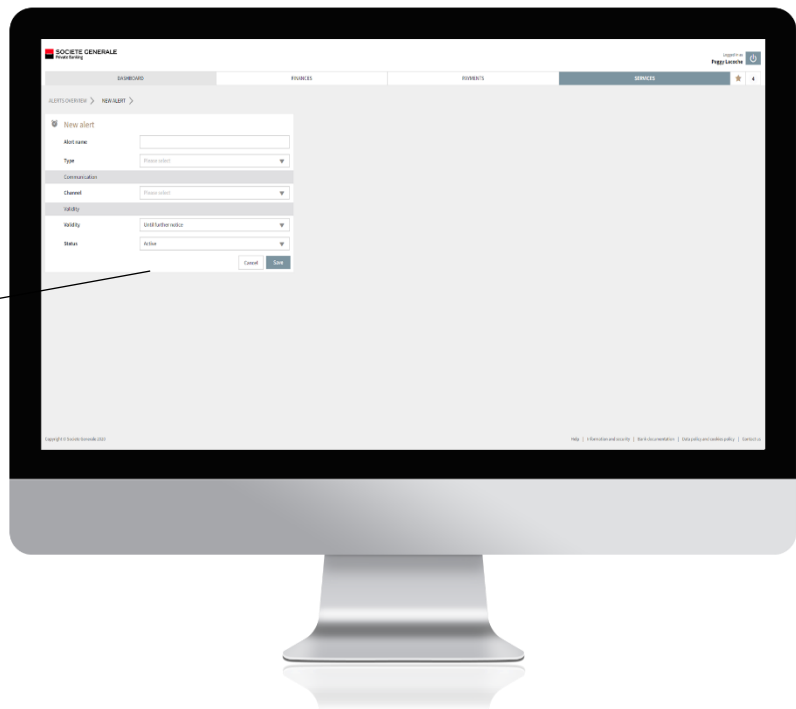
Communication

Channel

Validity

Validity

Status



4 Click on "Confirm" to validate the creation of your notification, otherwise click on "Cancel".

Confirm alert

Alert name New message

Type Message received

Channel Apple Salomé

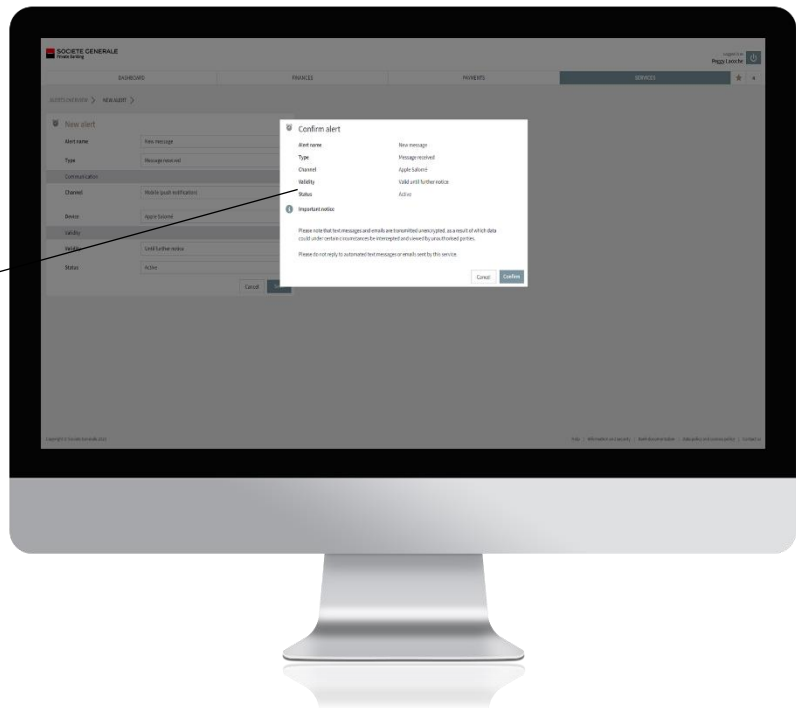
Validity Valid until further notice

Status Active

Important notice

Please note that text messages and emails are transmitted unencrypted, as a result of which data could under certain circumstances be intercepted and viewed by unauthorised parties.

Please do not reply to automated text messages or emails sent by this service.

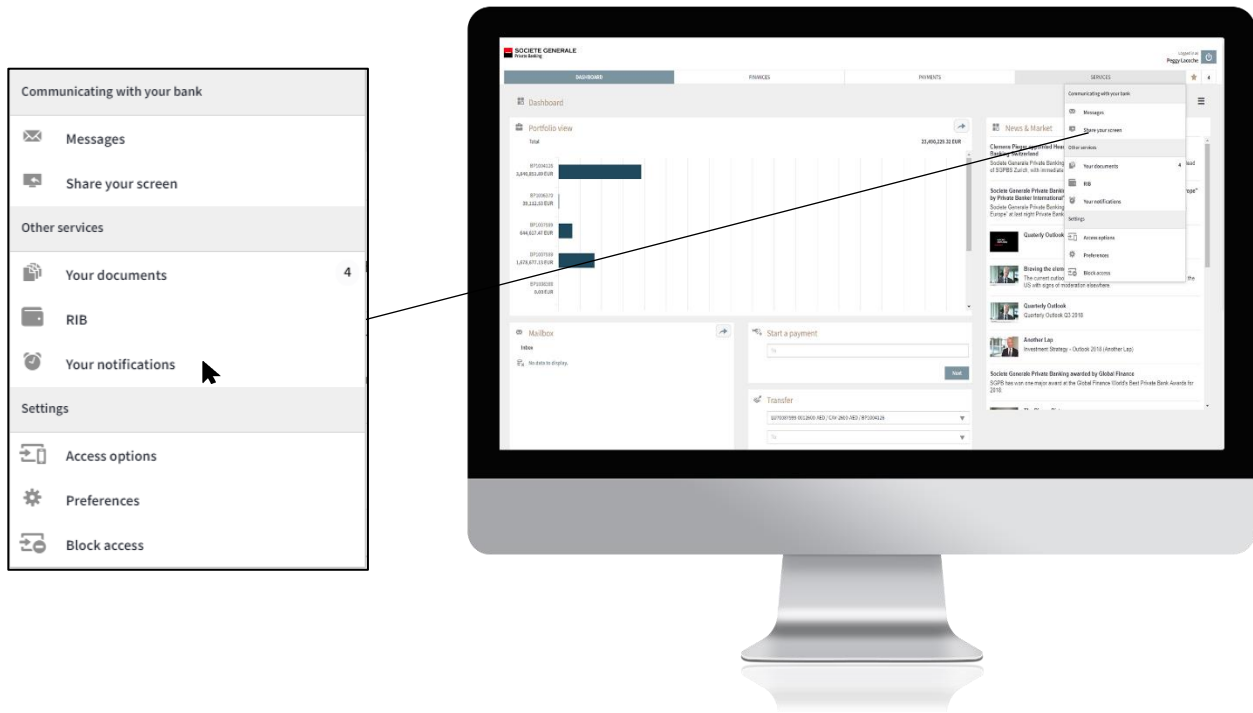


5 A confirmation message appears. Click "OK" to finish.

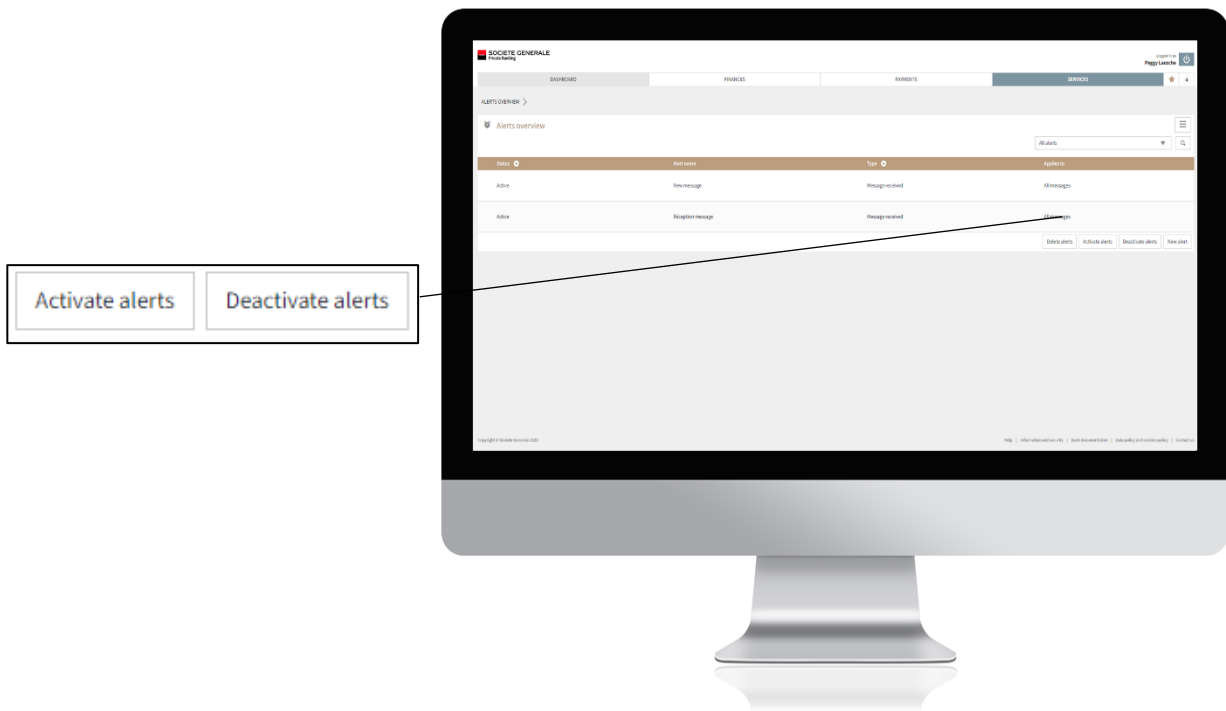


ACTIVATE / DEACTIVATE A NOTIFICATION (ONLY ON COMPUTER/ TABLET)

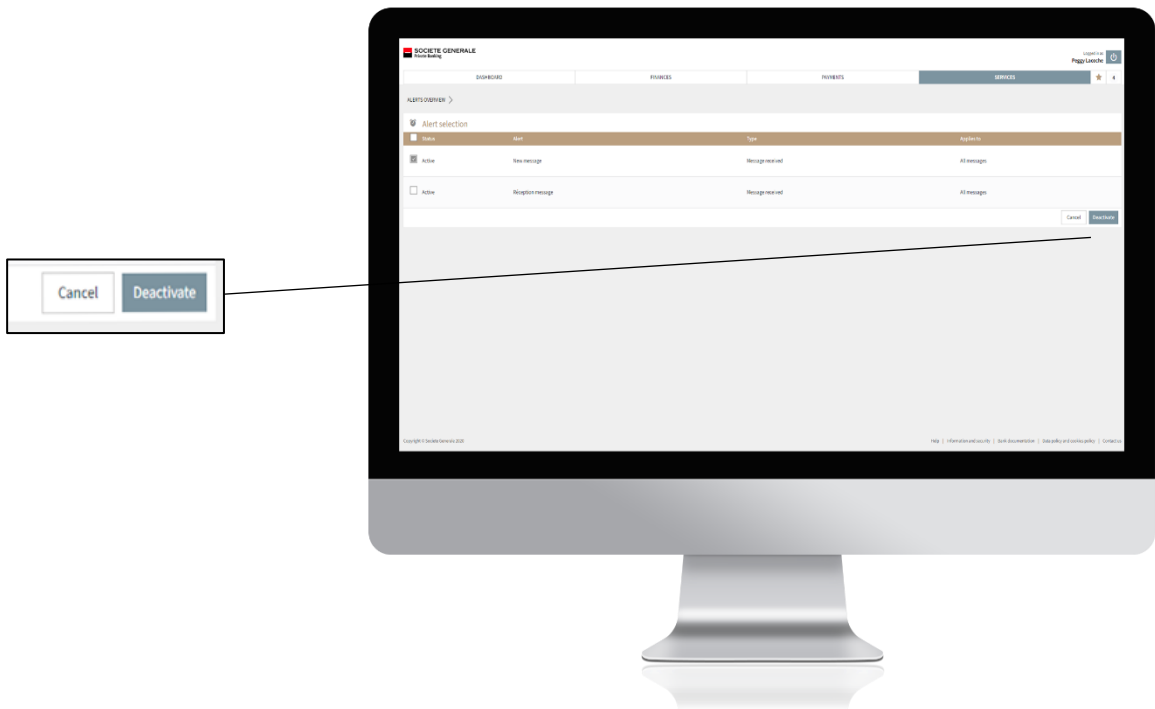
1 Place your cursor on the "Services" tab and select "Your notifications".



2 Select "Enable Notifications" or "Disable Notifications" to change the status of the notification of your choice.

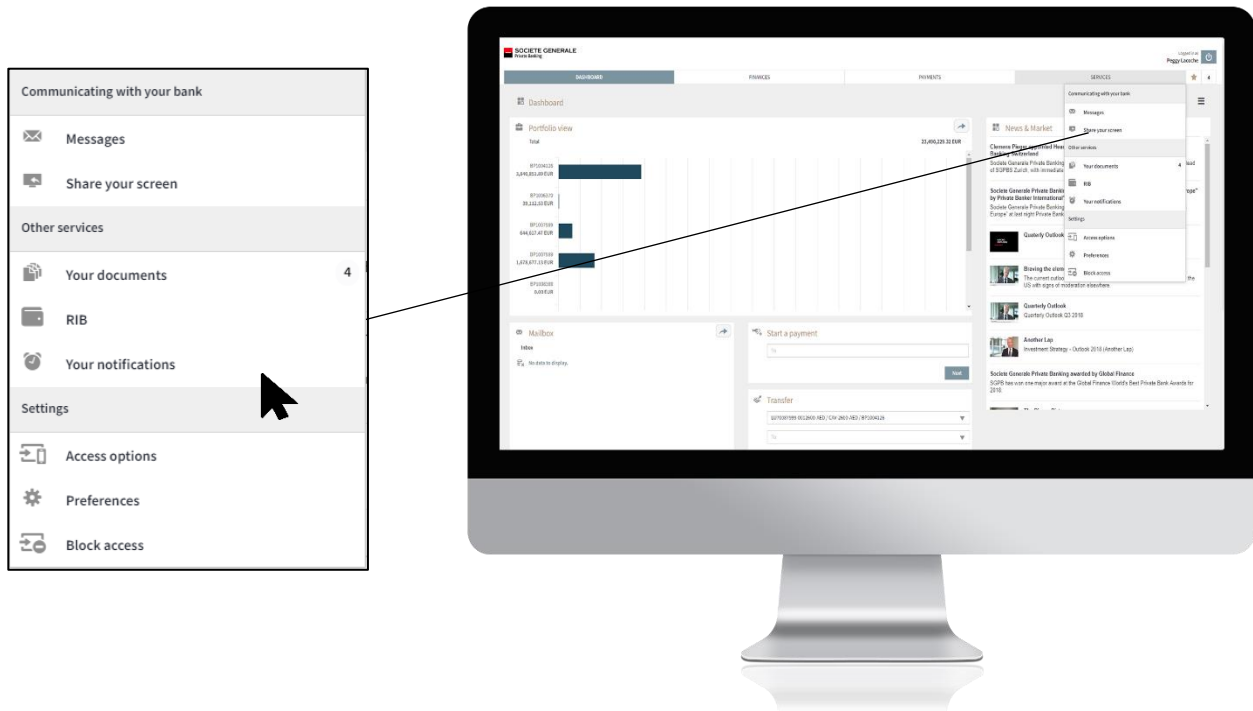


3 Check the notification you wish to Activate / Deactivate and then click on "Activate" or "Deactivate" at the bottom right.

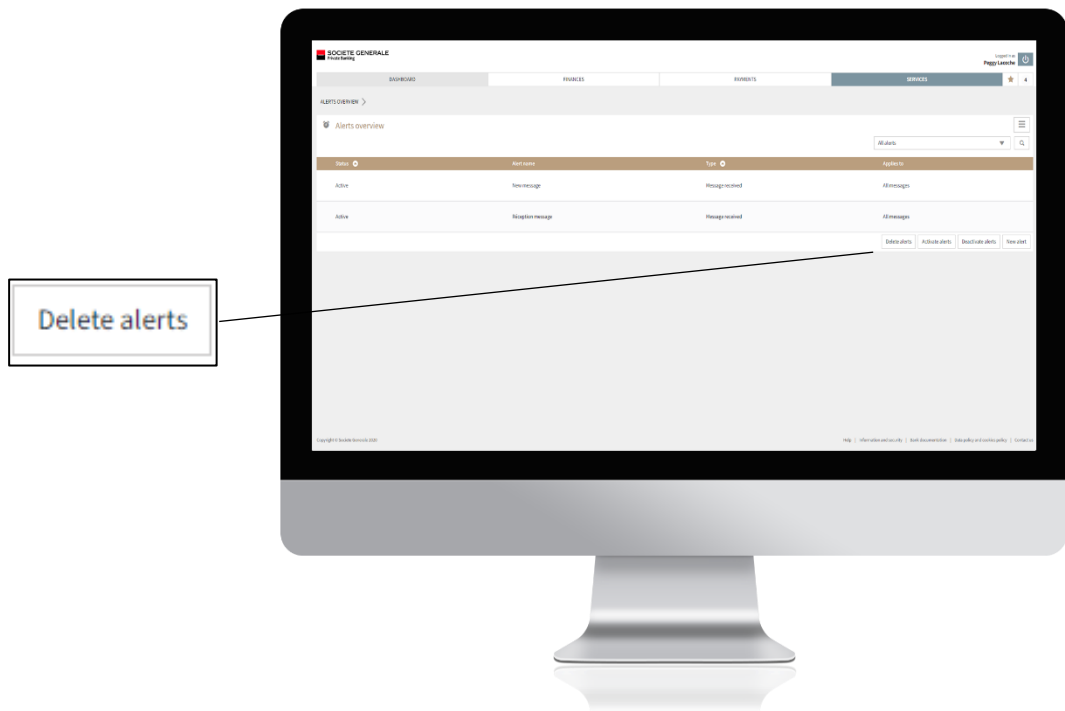


REMOVE A NOTIFICATION (ONLY ON COMPUTER/TABLET)

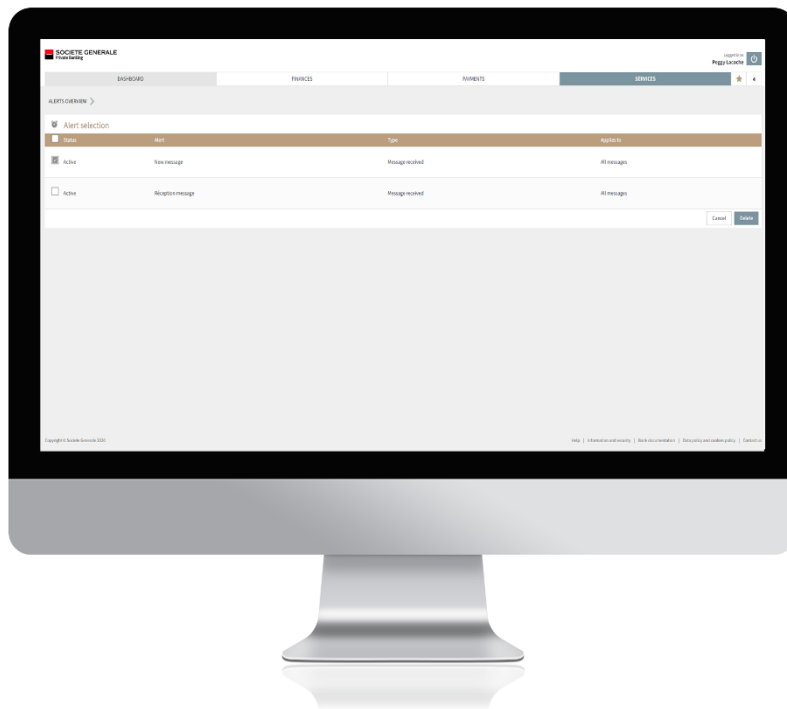
1 Place your cursor on the "Services" tab and select "Your notifications".



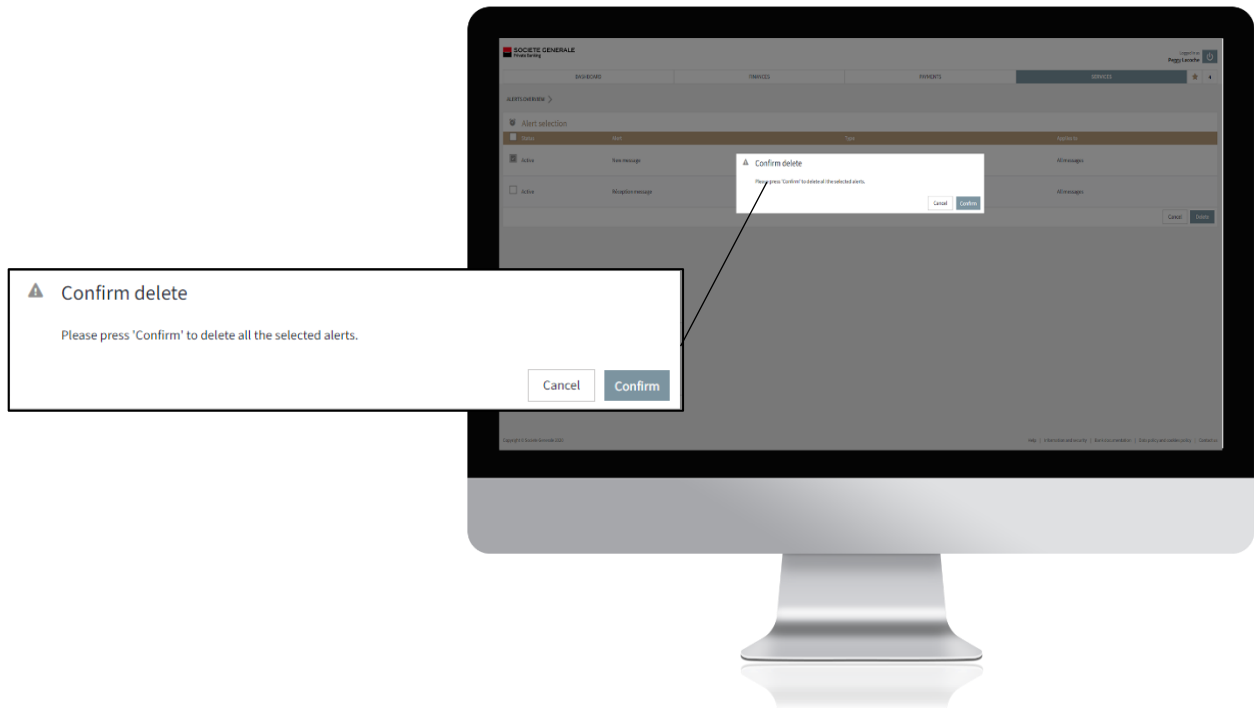
2 Click the "Delete Notifications" button.



3 Check the notification you want and then click on "Delete" at the bottom right.

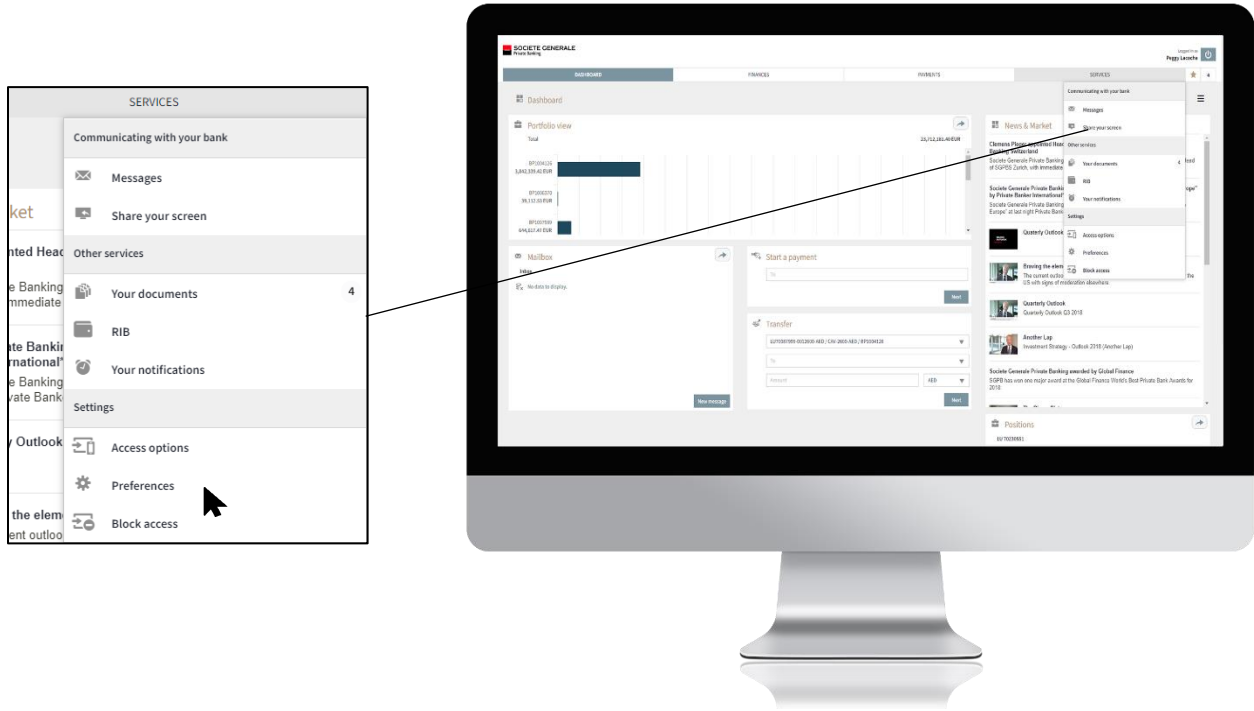


4 To confirm the deletion of the notification, click on "Confirm".

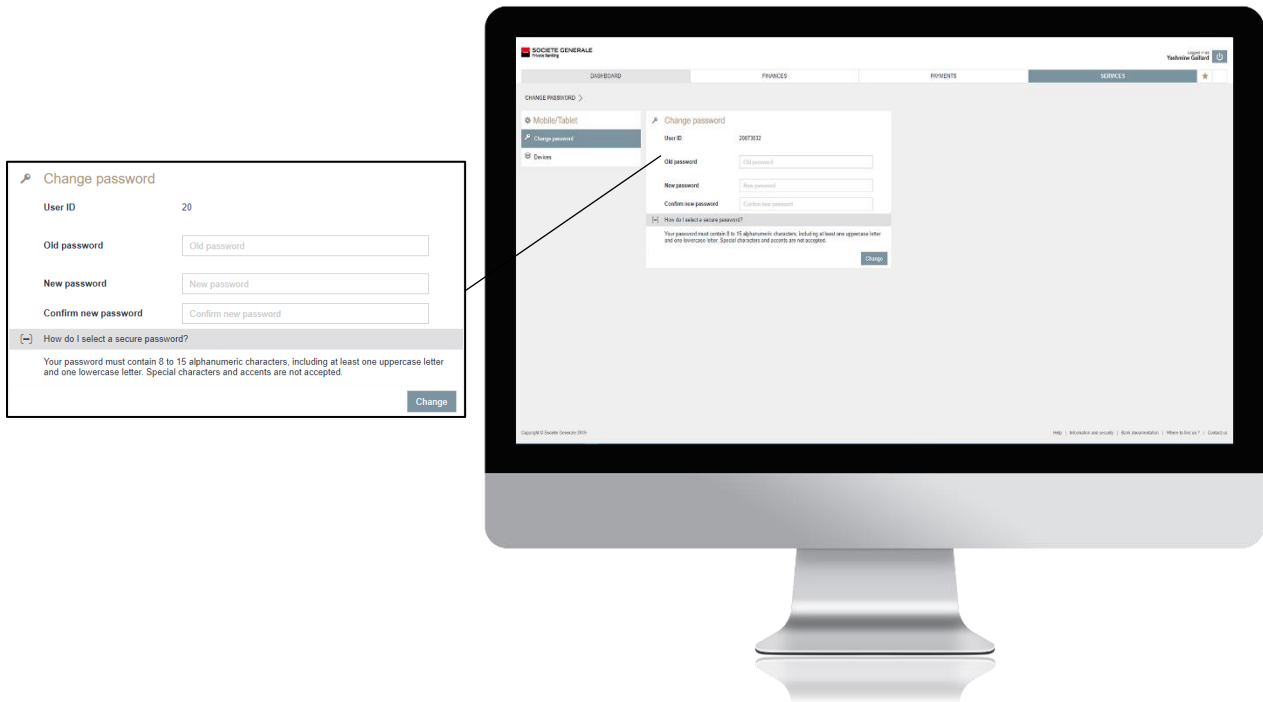


CHANGE THE PASSWORD (ONLY ON COMPUTER / TABLET)

1 Place your cursor on the "Services" tab and select "Preferences".



2 In the "Change password" tab, fill in the various free fields and then click on "Change".

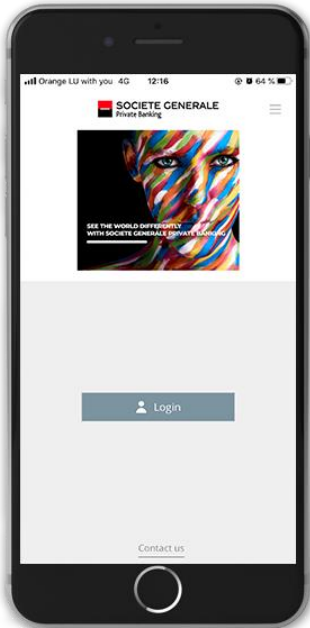


3 A confirmation message appears. Click "OK".

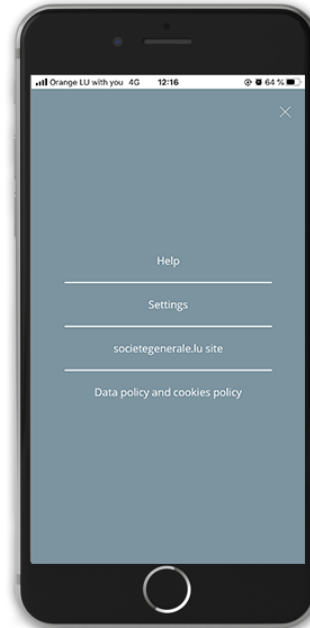


CHANGE THE PIN CODE ON MOBILE PHONE

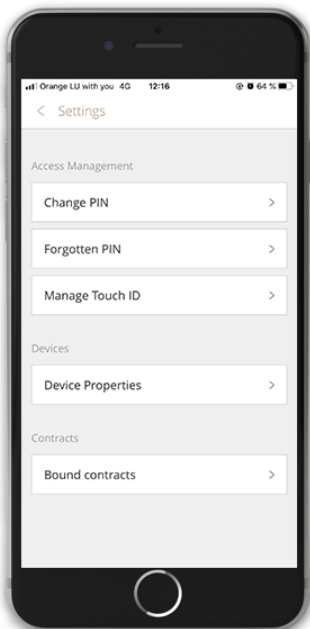
1 Open the application on your device and click on ☰



2 Tap the "Settings" tab.



3 Press "Change PIN".



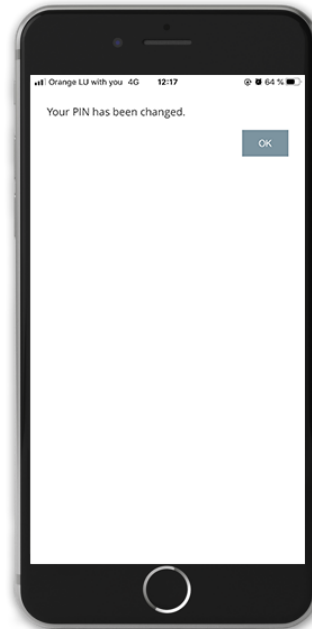
4 Set a 6-digit PIN code and press "OK".



5 Confirm your 6-digit PIN code and press "OK".



6 A confirmation message appears. Press "OK".

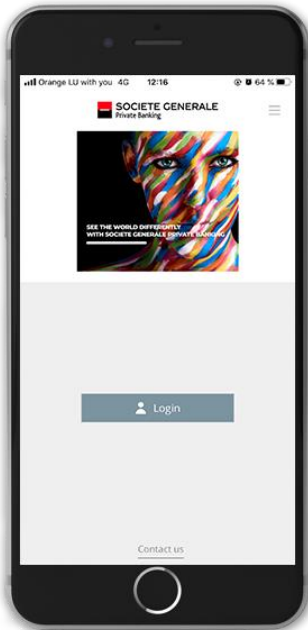


RESET YOUR PIN CODE

If only one device is linked to the contract, please call your Private Banker.

If more than one device is linked to the contract, please follow the instructions below:

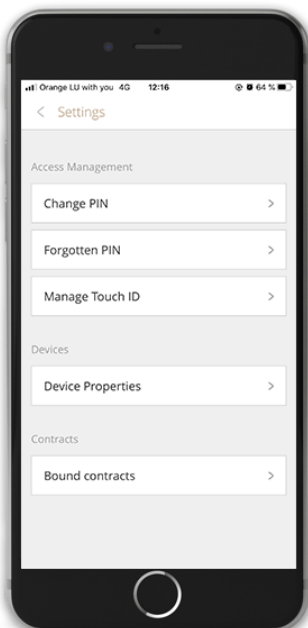
1 Open the application on your device and click on ☰



2 Tap the "Settings" tab.



3 Press "Forgotten PIN".

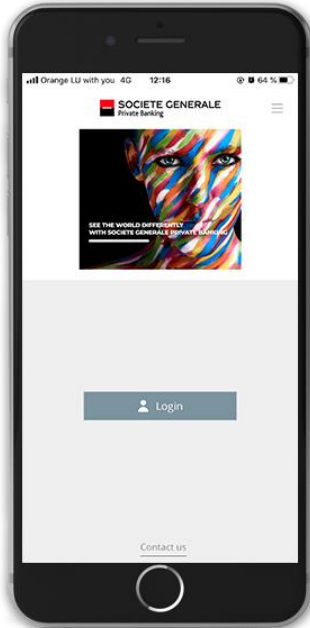


4 Press "OK" to continue.



ACTIVATE / DEACTIVATE TOUCH ID

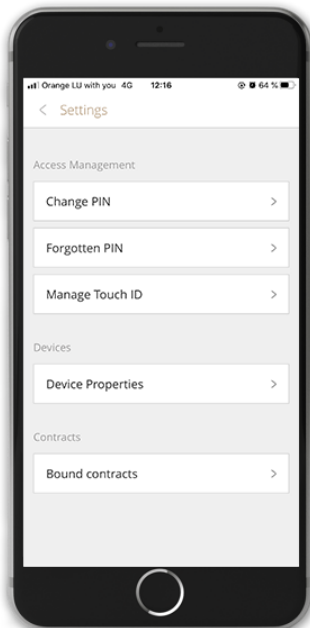
1 Open the application on your device and click ☰



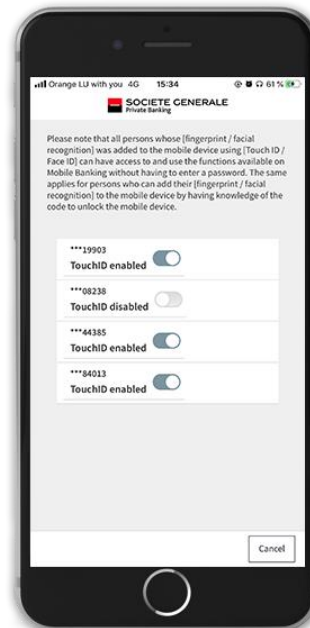
2 Tap the "Settings" tab.



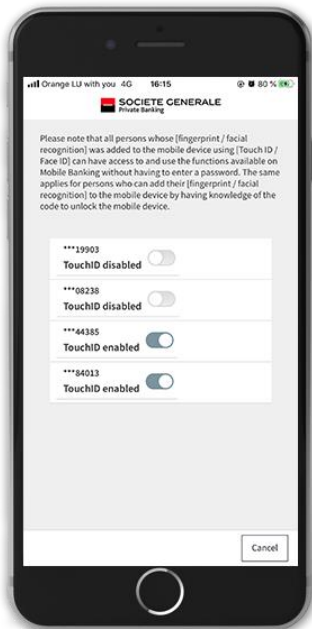
3 Press "Configure Touch ID".



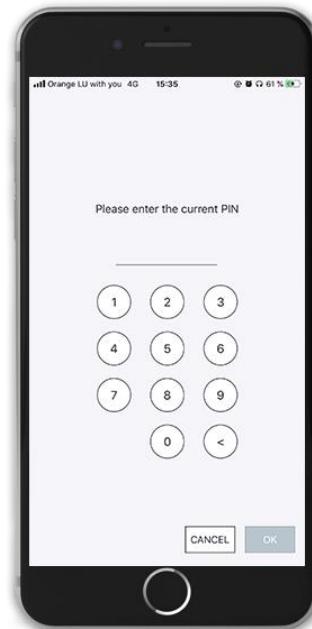
4 To disable the Touch ID, uncheck the button.



5 Your TouchID is disabled. To enable it, check the button.



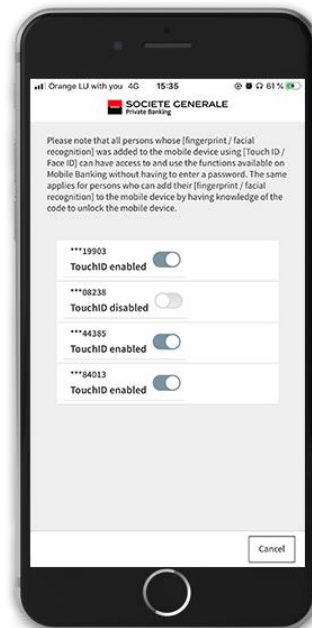
6 Enter your PIN code and confirm by pressing "OK".



7 Touch the sensor on your device to confirm the activation of the TouchID.

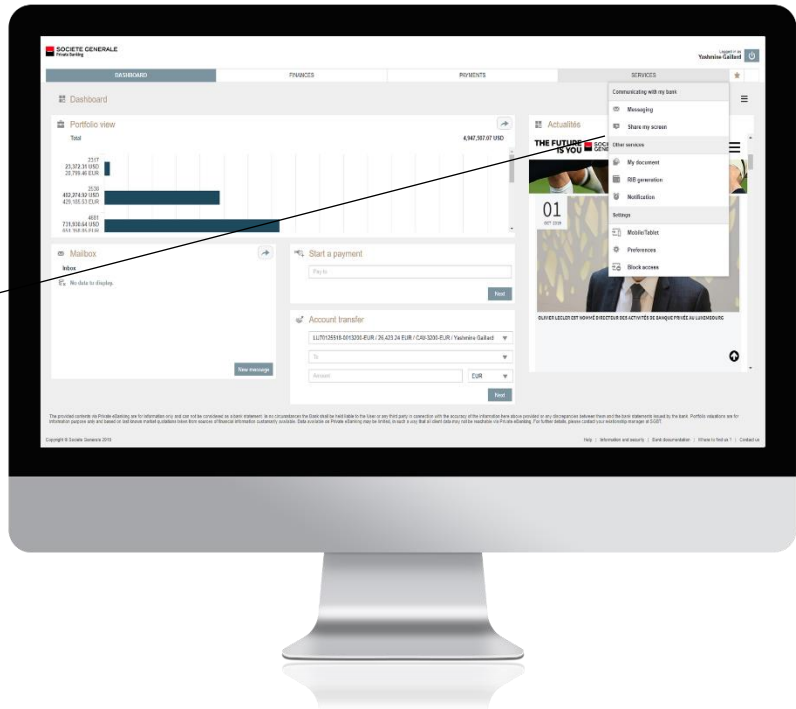
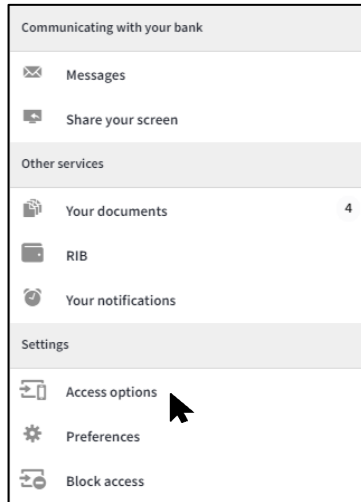


8 Your TouchID is successfully activated.

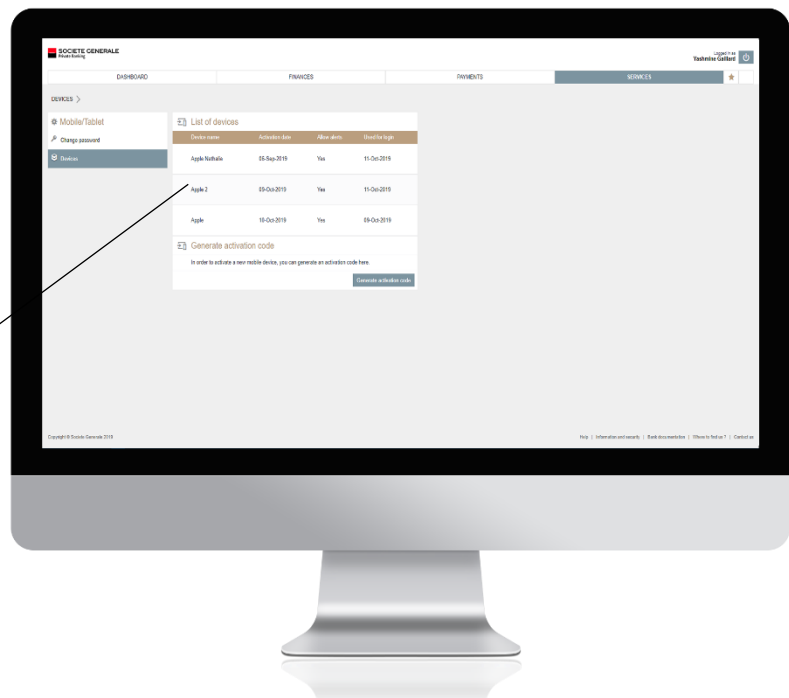
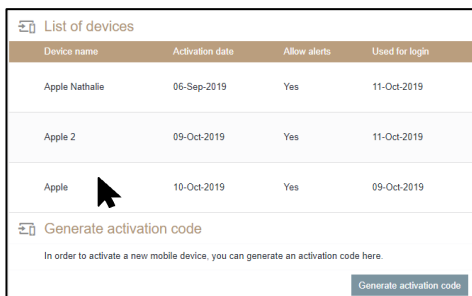


DELETE A DEVICE (COMPUTER / TABLET ONLY)

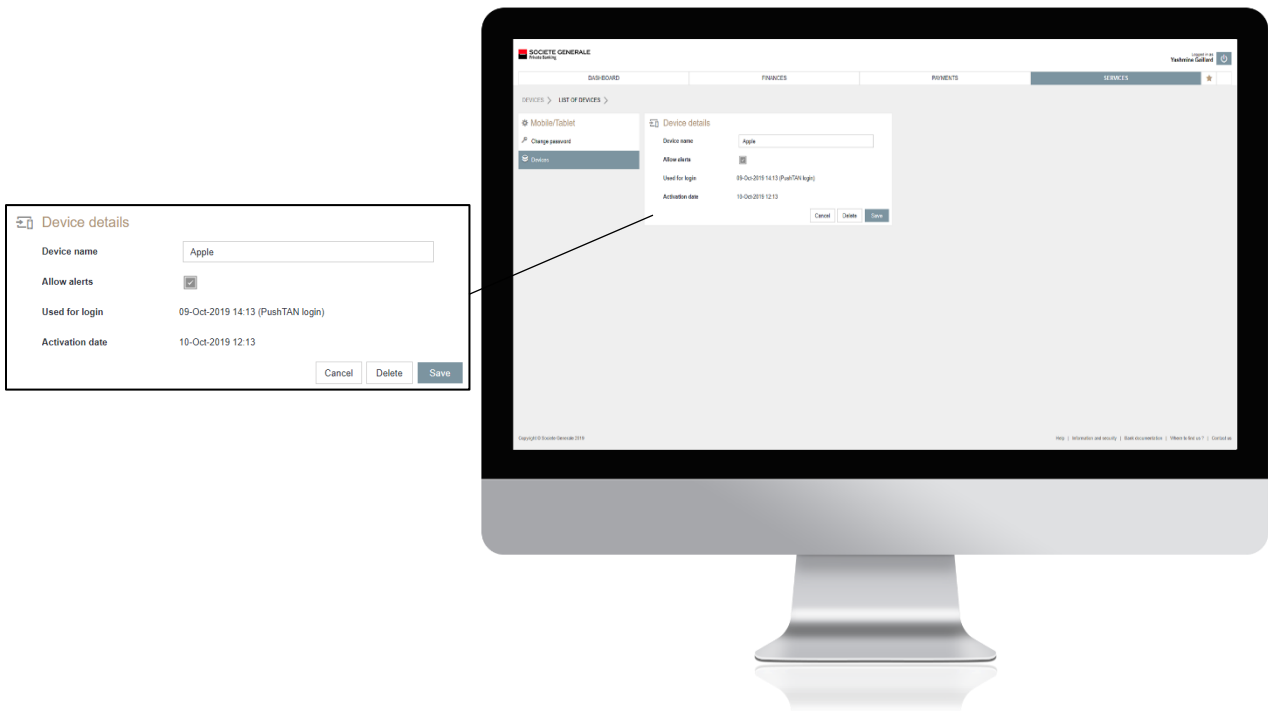
1 Place your cursor on the "Services" tab and select "Access options" and "Manage devices".



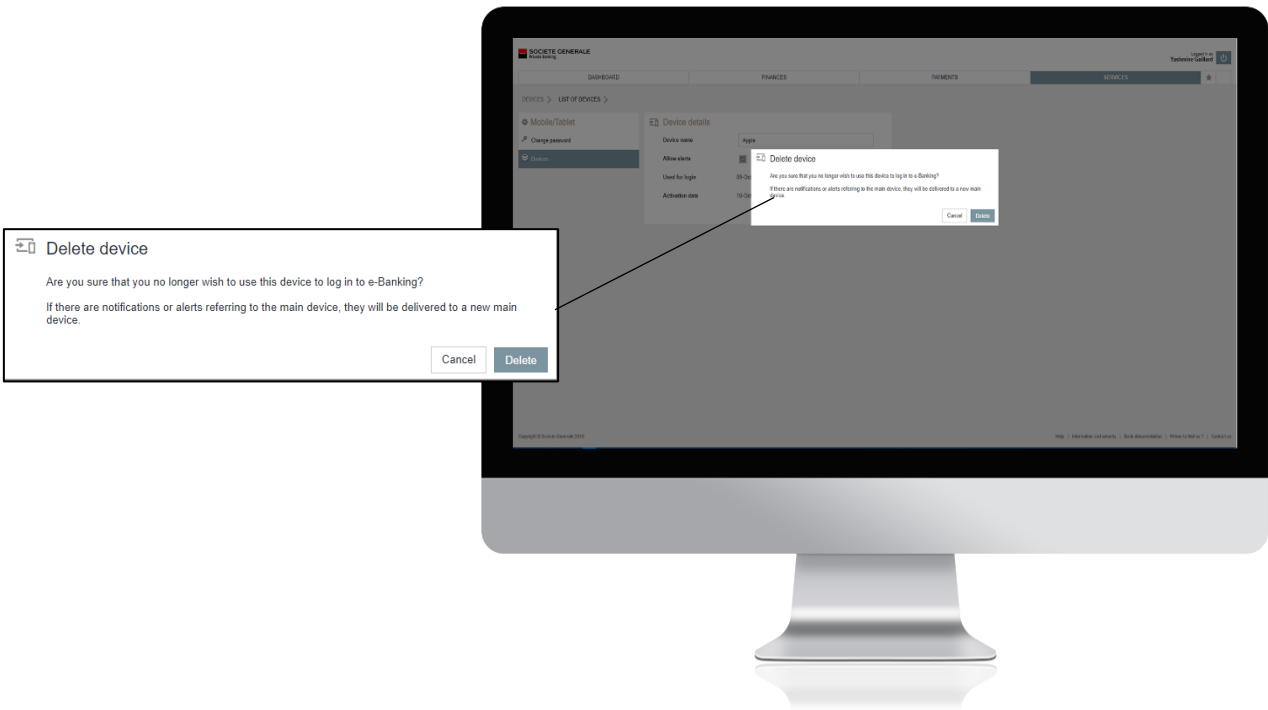
2 Select the device you want to delete.



3 Click on "Delete".

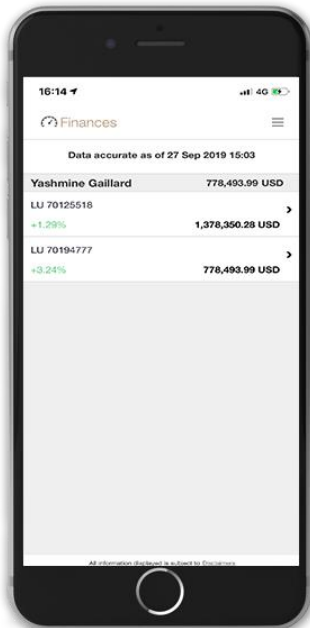


4 A confirmation message appears. Click on "Delete" to confirm the deletion of the device.

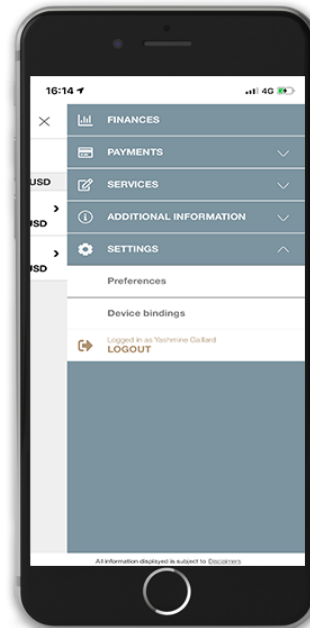


CHANGE THE REFERENCE CURRENCY ON MOBILE PHONE

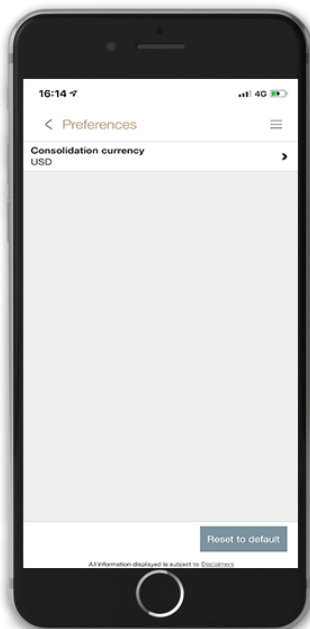
1 Press the menu  at the top right.



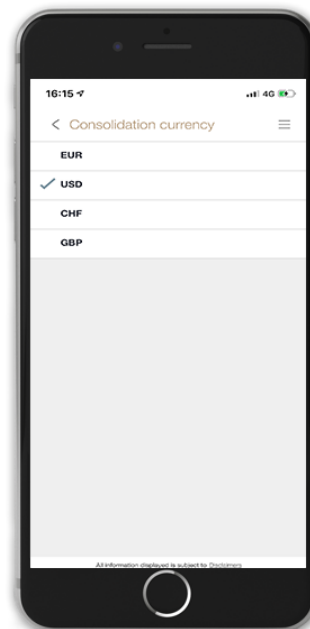
2 Tap the "Settings" tab, then "Preferences".



3 Click on "Reference Currency".

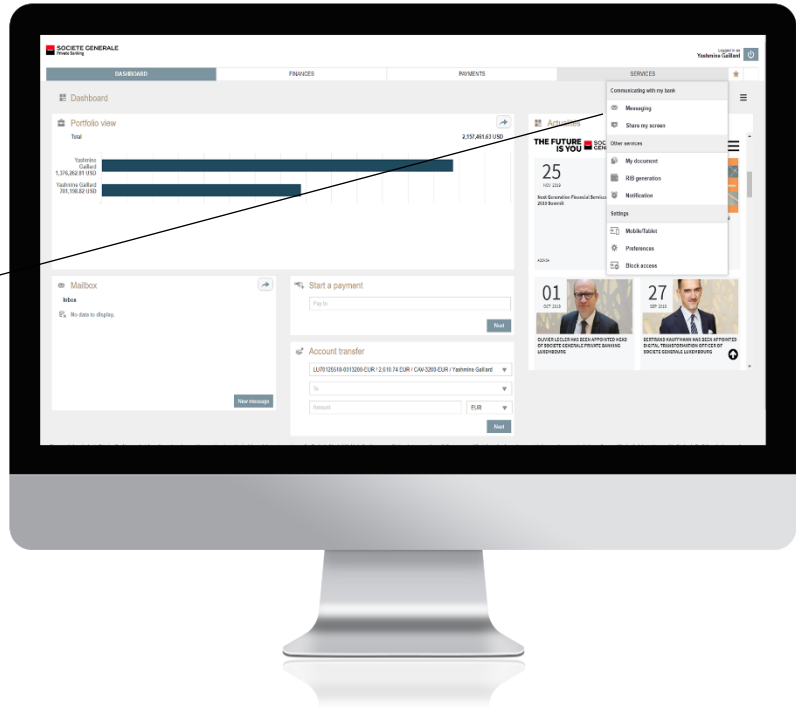
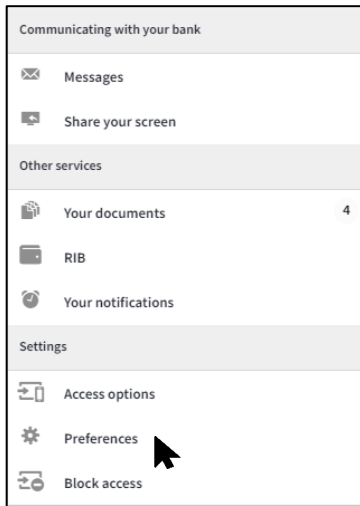


4 Select the currency of your choice. This will automatically be used for the valuation of your portfolio in the "Payments" menu.

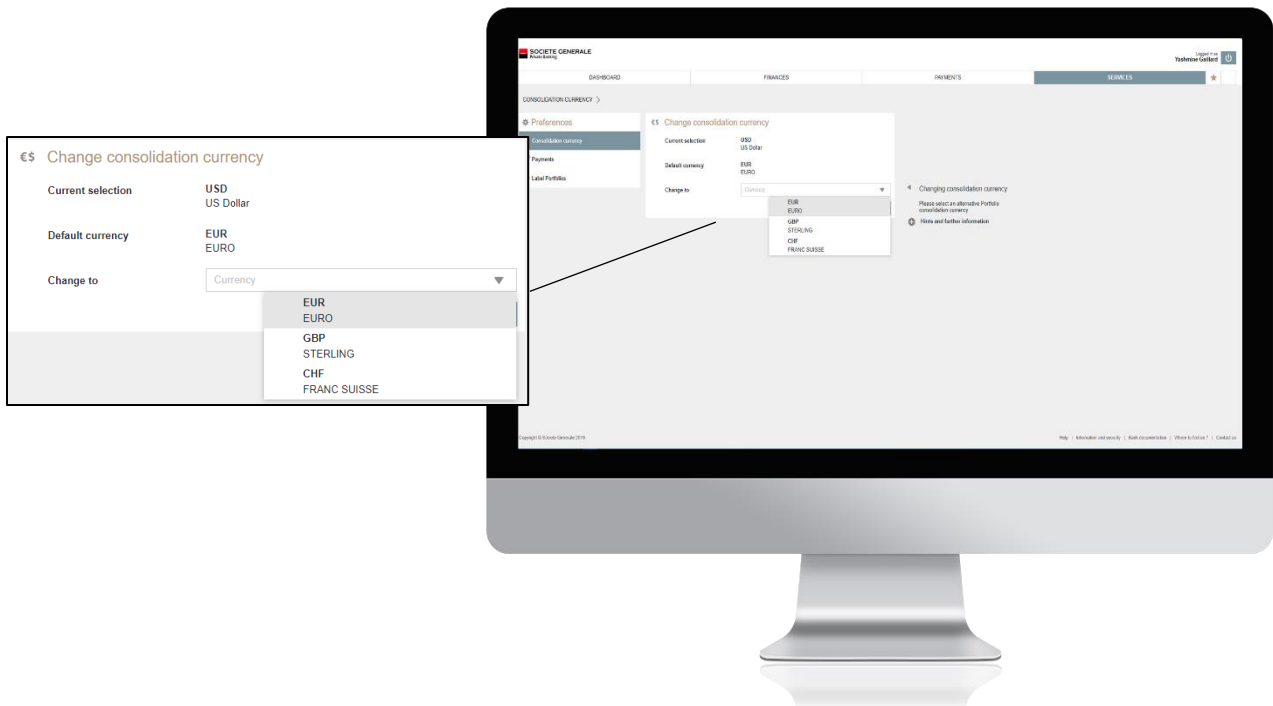


CHANGE THE REFERENCE CURRENCY ON COMPUTER/TABLET

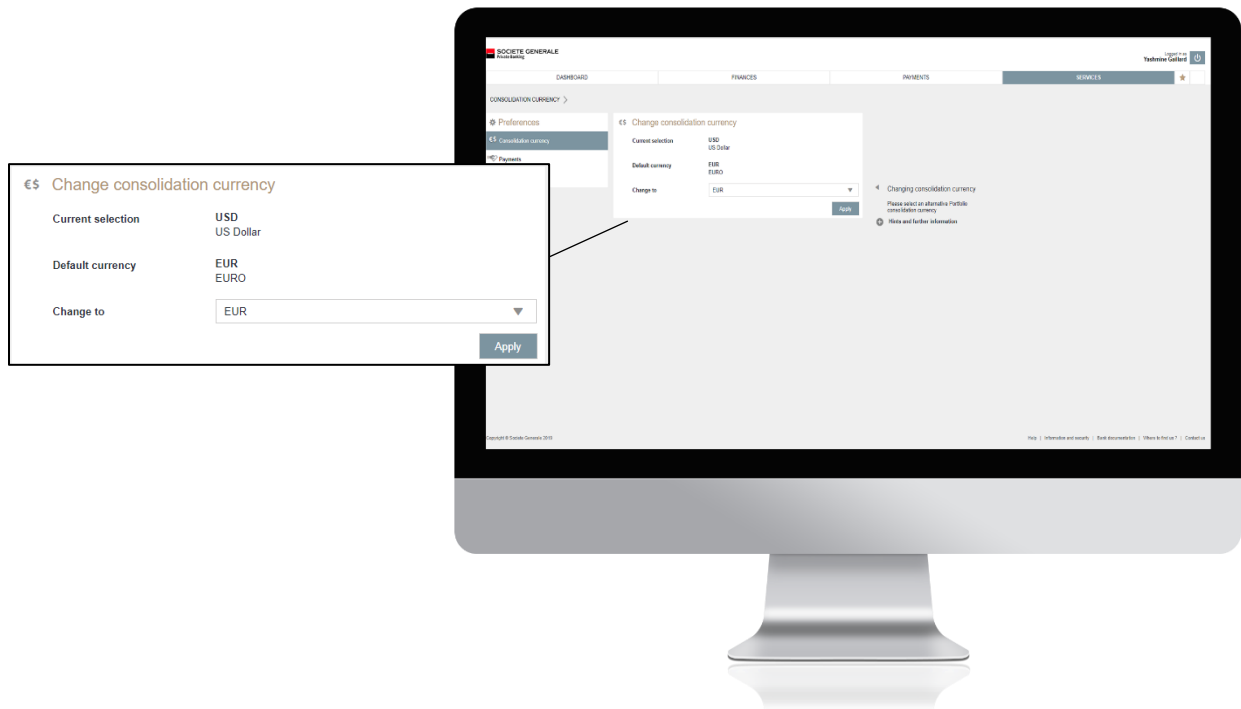
1 Place your cursor on the "Services" tab and select "Preferences".



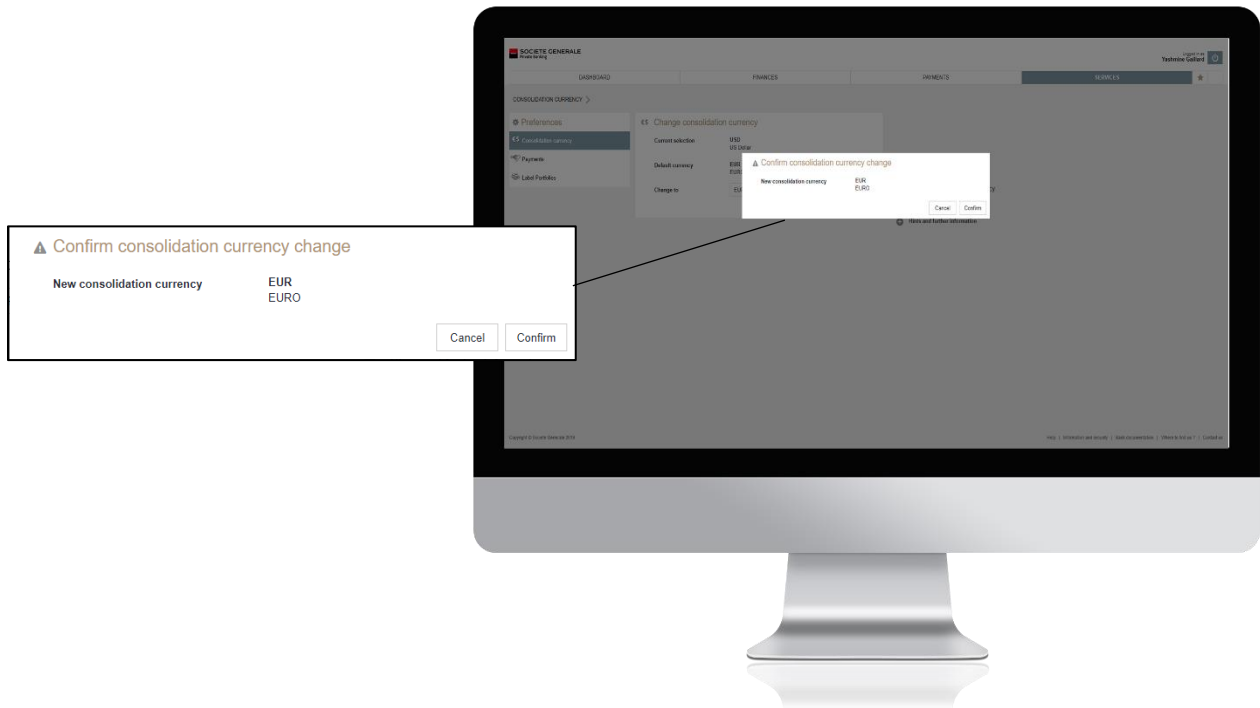
2 In the "Reference Currency" section, select the currency of your choice from the drop-down menu.



3 Once the currency has been selected, click "Apply".

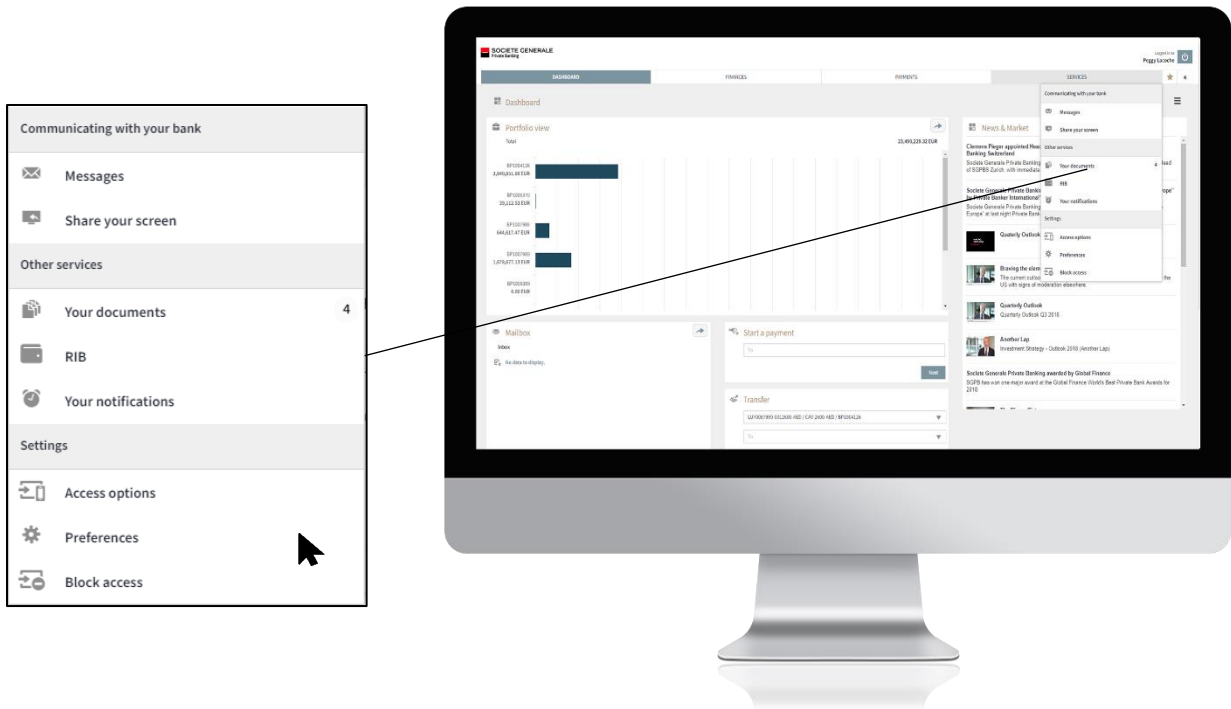


4 Click on "Confirm" to validate your currency change, otherwise click on "Cancel".

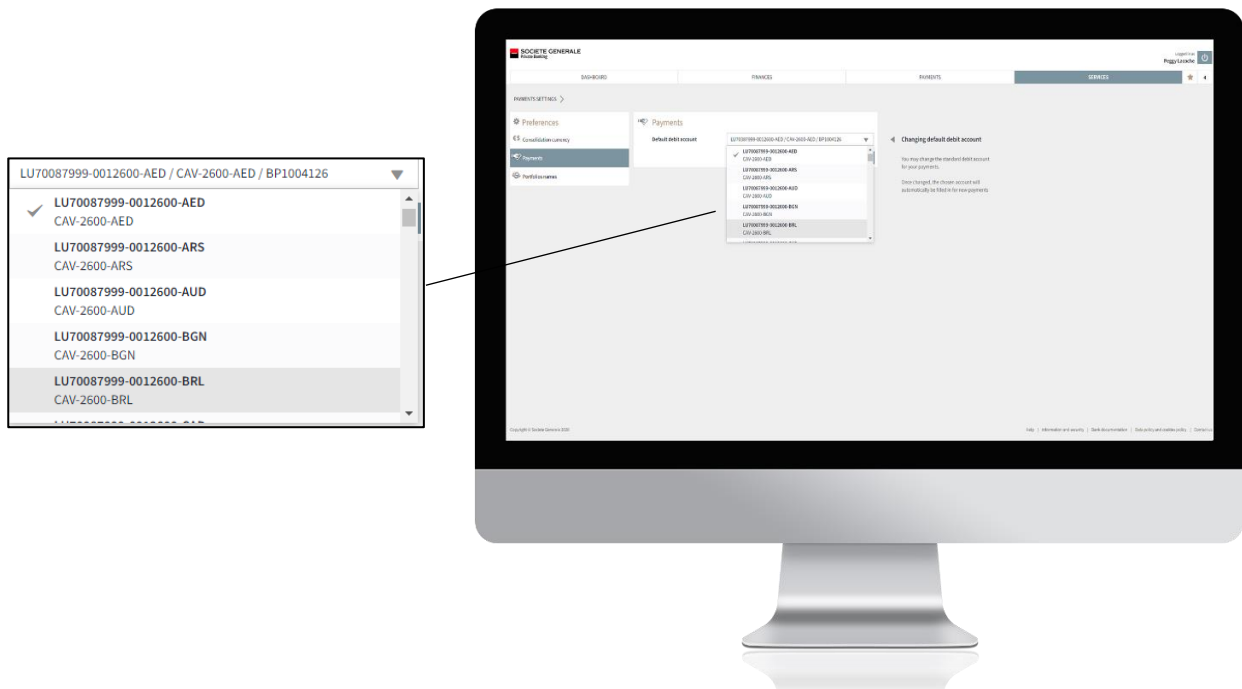


DEFINE YOUR DEFAULT DEBIT ACCOUNT (ONLY ON COMPUTER/TABLET)

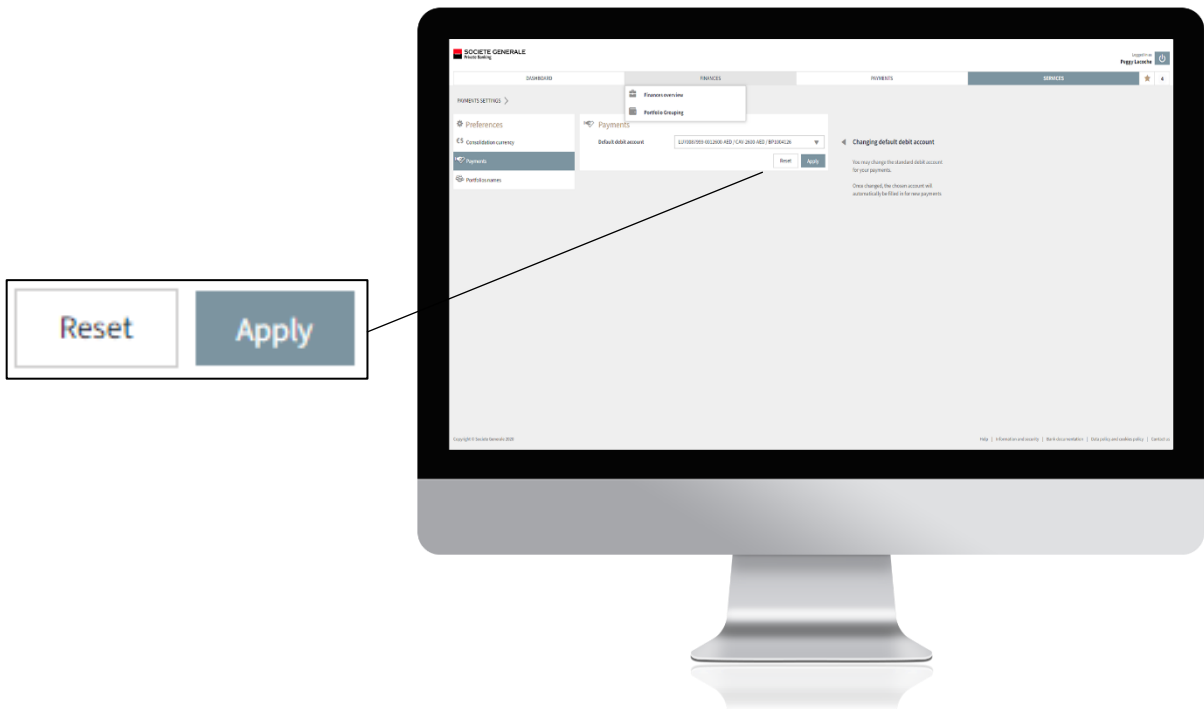
1 Place your cursor on the "Services" tab and select "Preferences".



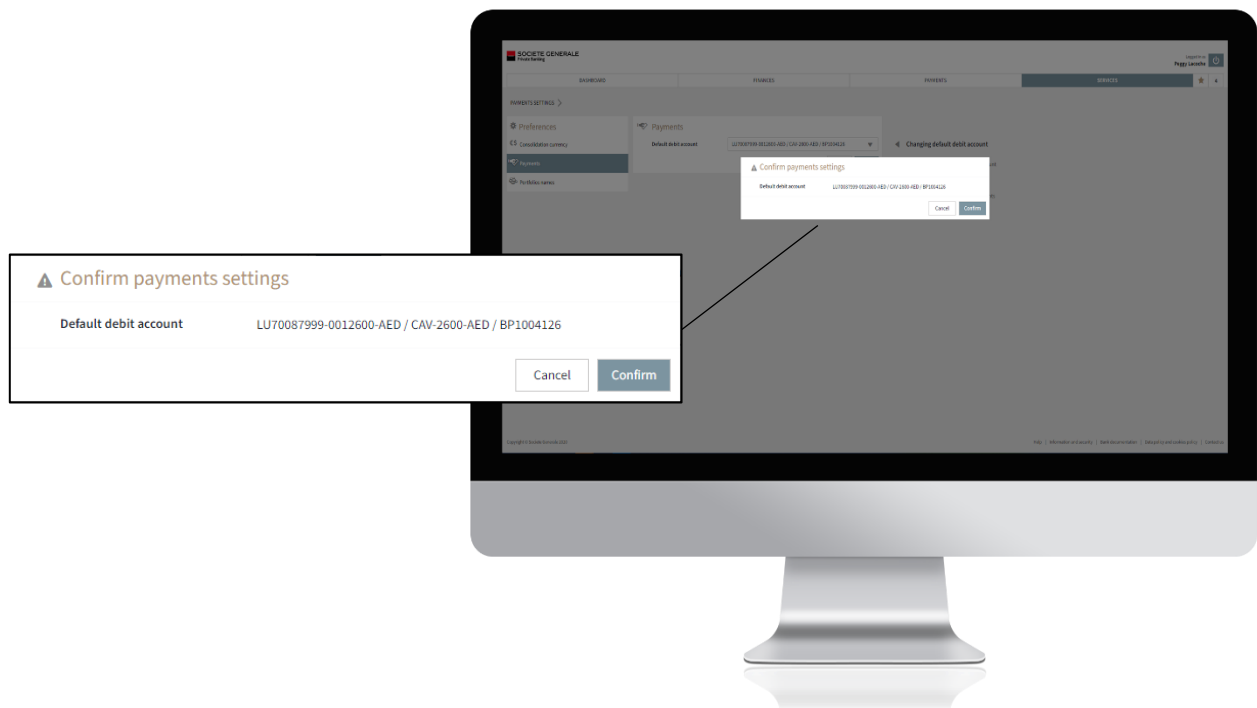
2 In the "Payments" section, select from the drop-down menu the account you wish to set as default.



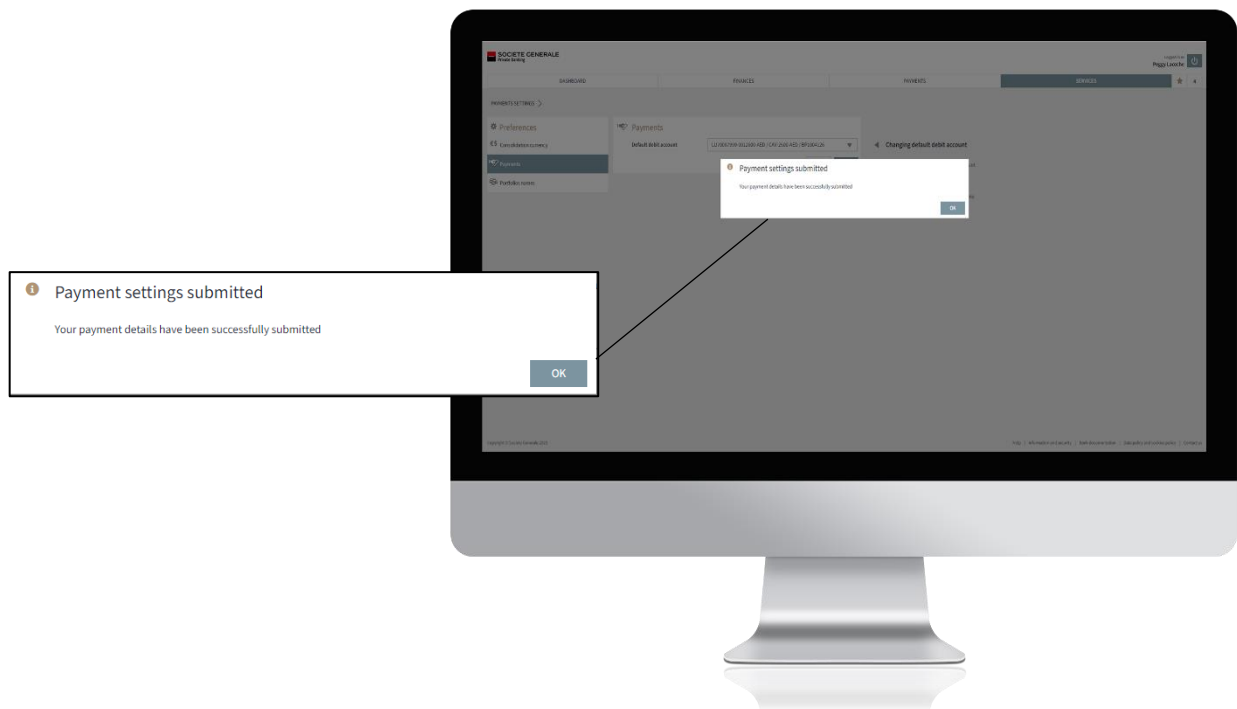
3 Once the account has been selected, click "Apply".



4 Click "Confirm".



5 A confirmation message appears. Click "OK" to finish.



3 Once the name has been completed, click "Apply", and then click "OK".

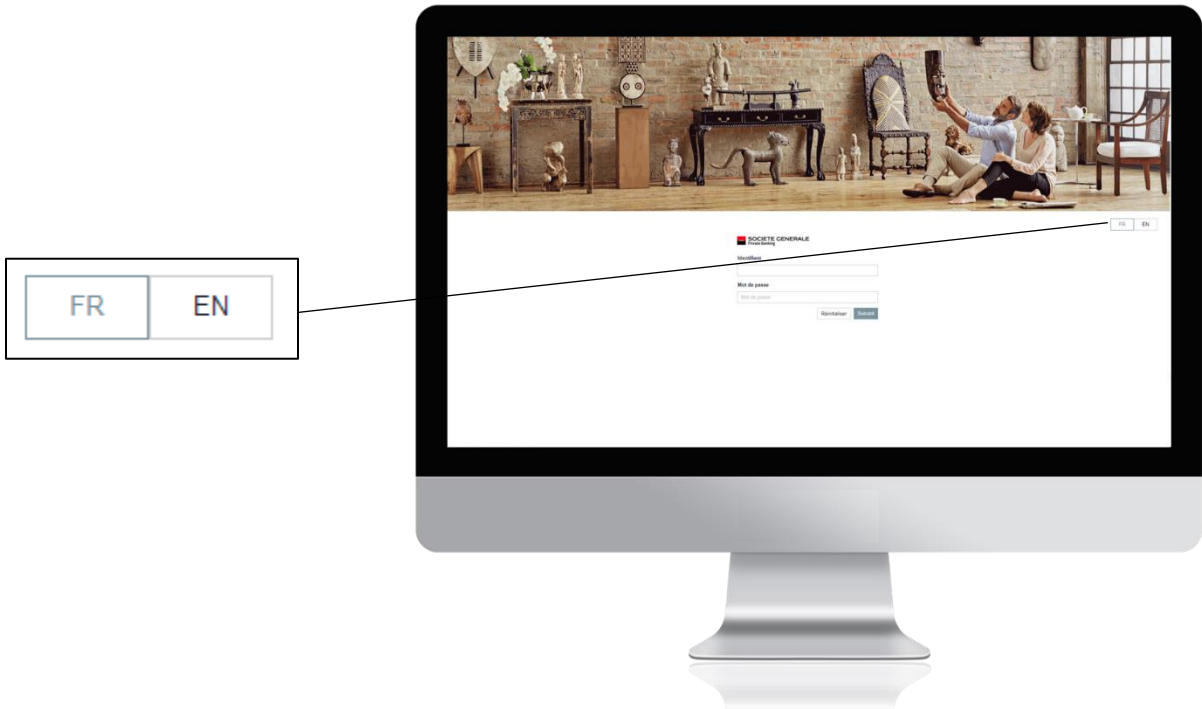


CHANGE THE LANGUAGE ON MOBILE PHONE

Your Private eBanking application is currently available in English and French. The default language of the application is that of the mobile phone (for French and English). If you want to change the language, simply change the language of your mobile phone in the device settings.

CHANGE THE LANGUAGE ON COMPUTER / TABLET

1 Before logging in, check the desired language.



2 The page then refreshes automatically with the updated language.

