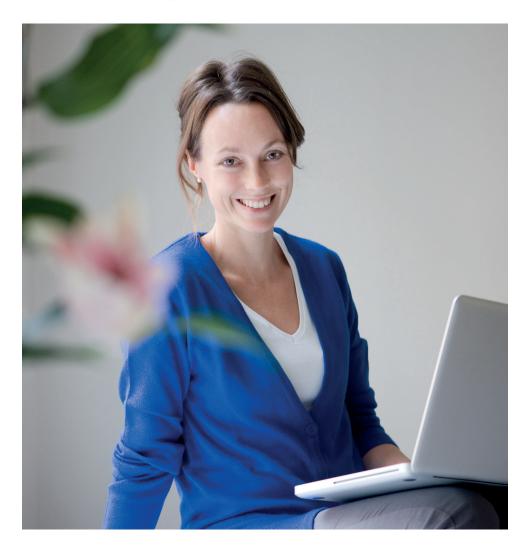# How to get started

Marketing material

Handelsbanken

Welcome!

You are now a registered user with Handelsbanken's Netbank. Visit handelsbanken.dk to login. Click on "Log på". Choose "Individual Online Banking".

Bliv kunde	Log på ▼
Netbank Privat	
Ny Netbank Privat	
Individual Online Banking	

Functions in Netbank

Netbank includes many other functions besides bank statements, balance and status of withdrawals and Danish and foreign money transfers and payments - e.g. status of your pensions and insurance policies. See instructions on the back of this document.

Securities trading - various facilities associated with securities trading - can be chosen if not already ticked.

Acceptance of online banking agreement

If you have not signed a physical agreement with us, you will - the first time you login - be asked to accept agreements for Netbank.

Follow the instructions on the screen which will guide you through the process. Please note that you can read the agreement by clicking the link "read agreement". You can also view the contents of the agreement by clicking the link "view details".

Electronic mailbox

e-Boks is an electronic mailbox where you receive bank statements etc. from Handelsbanken and other Danish firms. POAs can be obtained from others in e-Boks.

Do you already have MitID?

If you are a private user and you already have MitID, you will be able to use Handelsbanken's Netbank directly. Just log on with your User ID and MitID app, code display, audio code reader or chip. Follow the instructions on the screen which will guide you through the process.

Mobilbank

If you have a smartphone or tablet, you will be able to use our Mobilbank service. This allows you to view accounts, entries and custody accounts.

You can also transfer money between your own account and accounts held by others, pay bills, send messages to your adviser and trade securities.

You register by choosing "Access and security" in Netbank. Enter a 4-digit PIN code of your own choice to login with your CPR number. Use your code card only to accept transactions.

You will find our app for iPad and iPhone in App Store and for Android in Google Play.

Activate MitID app

To use the MitID app you must activate the app. You can activate by scanning your passport in the app or enter an activation code. You get the activation code by scanning your passport in the MitID app, at MitID.dk or at a Citizen Service Centre.

How to find your IBAN account number

Online banking:
- Click on your account in the list
- Click on "Accounts terms"
- Look for "IBAN account number"

Mobile banking:
- Click on an account in the menu
- Android: Click on "Balance"
  iPhone: Click on icon "i"at the top
- Look for "IBAN account number"

Help

For help please contact Netbank Support at +45 4456 4444. They may also provide assistance if your Netbank account has been blocked.

Office hours Netbank Support

Monday – Thursday	8 am – 10 pm
Friday	8 am – 6 pm
Saturday	10 am – 6 pm
Sunday	10 am – 10 pm

How to find and send your pension statement

- Press "Pension" in the menu
- Press "Log in to Pensionsinfo" under the heading "PensionsInfo"
- Please wait. The data is collected and is green ✓ (if not – please try again later)
- Press "Fortsæt"
- Press "Send oplysninger"
- Fill in information about your telephone number and e-mail and press "Send oplys-ninger for mig"
- Once the report is sent you will get a receipt
- You can now leave "PensionsInfo" at the top "Log ud"

Further information

Please, do not hesitate to contact us, should you have any questions regarding our online banking or mobile services.

You can also find help on handelsbanken.dk/vejledninger (only in Danish)

handelsbanken.dk

Handelsbanken