

ONLINE BANKING AND MOBILE SERVICES

How to get started

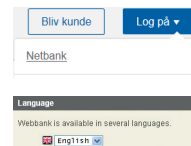


Marketing material

Handelsbanken

Welcome!

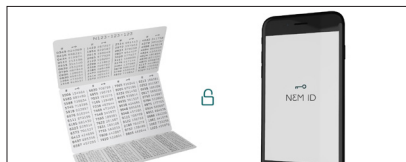
You are now a registered user with Handelsbanken's Netbank. Visit handelsbanken.dk to login. Click on "Log på". Choose "Netbank" and then English as language.



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.



Do you already have NemID?

If you are a private user and you already have a NemID number, you will be able to use Handelsbanken's Netbank directly. Just log on with your User ID and your password. Use your code card or code card app (NemID nøgleapp) only when you accept transactions.

No NemID?

If you have not already received a NemID number, you will soon receive a letter from DanID A/S with your new code card and another letter with your activation password. You must enter these the first time you log on.

When you login with your new NemID number the first time, login with the NemID number shown in the first letter from DanID A/S and your activation password shown in the second letter from DanID A/S.

Follow the instructions on the screen which will guide you through the process. Use your code card when you accept transactions.

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".

Registration of e-Boks

After acceptance of the agreements, please register with e-Boks (see instructions below). 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.

How to register e-Boks

- Press e-Boks in the menu
- Select your post groups
- Press "Next"
- Approve by using your password

How to find your IBAN account number

Online banking:

- Click on "Accounts and entries"
- 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"

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.

Code card app (NemID nøgleapp)

Is a digital supplement to your code card. Find the app in App Store or Google Play and follow the instructions to get started.

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 and insurance" in the menu
- Press "Logge på Pensionsinfo" under the heading "Pensionsinfo"
- Approve with your NemID and Accept
- Please wait. The data is collected and is green ✓ (if not – please try again later)
- Press "Videre"
- Press "Hent din rapport"
- Press "Send oplysninger"
- Fill in information about your e-mail and telephone number and press "Send"
- Once the report is sent you will get a receipt "Din rapport er registreret modtaget. Med venlig hilsen adviser's name. 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.