Sparkasse app: Initial setup and options

Please have your online banking login details ready. The Sparkasse app and the S-pushTAN app for TAN generation are ideally matched so we recommend using them together. The following instructions apply to the iOS operating system. The procedure may vary slightly for other mobile phone operating systems.

1. **Download the Sparkasse app from the App Store onto your smartphone.**

2. **To set up the app, you must first enter a personal password and enter your bank’s BIC/Sorting code.**

3. **Enter your account number. This completes the app’s initial setup.**

**Note:** To receive messages directly in the app, enable push notifications.

4. **All accounts belonging to this online banking agreement are now accessible using the app. Security procedures are automatically applied.**

5. **We recommend that you enable the receipt of push notifications.**

6. **In the next step you get a financial overview of your accounts.**

6. **In the menu under “Banking”, you will find options for payment transactions, prepaid mobile phone refills (Prepaid-Handy aufladen), automatic draft for girogo (automatisches Laden für girogo) and Klicksparen.**

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**DO YOU HAVE ANY QUESTIONS ABOUT THE SPARKASSE APP?**

Central service call number: You can contact us under 089 2167-0 Mon – Fri from 8 am – 8 pm.

Further information about the Sparkasse app is available at: [www.sskm.de/app](http://www.sskm.de/app)

**YOU CAN ALSO CONTACT US AT:**

Direkt-Beratung Video and text chat: [www.sskm.de/direktberatung](http://www.sskm.de/direktberatung) Available: Mon – Fri from 8 am – 8 pm

Online banking support for private customers Telephone: 089 2167-49149 Available: Mon – Fri from 8 am – 8 pm
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7 Kwitt enables you to easily and securely send and request money. All you need is the recipient’s mobile phone number.

How it works: Tap “Kwitt” in the menu. Select the required person from your contact list. Enter the amount you wish to send or request. Up to €30 can be sent without requiring a TAN.

8 Under Products & Information (“Produkte & Informationen”) you will find products available from the Stadtsparkasse München as well as current offers and promotions.

9 Under Contact (“Kontakt”) → “Chat” you can communicate with service personnel during opening times to quickly clarify any queries.

Just enter your name and start the chat.

10 The menu also has options for branch and ATM searches (Filial- und Geldautomaten-Suche) and accessing your inbox (Postfach).

If you need to urgently block a card (Karten sperre), you will find the telephone number under additional features (“Weitere Funktionen”).

11 The app’s menu displays an image of your personal service contact. Tap the image to display contact details. You can then contact the person quickly and easily whenever required.

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