



Mr.  
Aliaksandr Artsemyeu  
Dorfstr. 43  
15528 Spreeenhagen

Deutsche Bank AG  
Alexanderstraße 5  
10178 Berlin

Selbständiger Finanzberater  
Carsten Becker  
Tel.: 030 3407-0  
Fax: 030 3407-2202  
carsten-a.becker@db.com

For queries about this correspondence,  
phone: +49 69 910-10025  
24/7 service

April 25, 2025

The mobileTAN will be discontinued in August 2025.  
You will need an active photoTAN procedure in future.

Dear Mr. Artsemyeu,

The security procedure in online banking is getting an upgrade. Please use the photoTAN procedure to confirm future transfers and other orders in online banking or in the Deutsche Bank app.

**Important for your banking transactions in online banking and in the Deutsche Bank app:**

- The mobileTAN is getting switched off. You will receive a TAN by SMS for the last time in August 2025.
- From this date at the latest, you will need a photoTAN procedure to approve orders.

**Have you only activated the mobileTAN procedure so far?**

- To be able to set up a photoTAN procedure, you need an activation letter.
- Please go to the menu item "Security procedure" in your online banking. There you can order your photoTAN activation letter directly.
- Please note: Each activation letter is only valid for one device and is only valid for 30 days.

**Do you already have an active photoTAN procedure?**

Then it's best to confirm your next order with photoTAN. Especially if you have not used photoTAN for a long time, you know that everything works reliably even without mobileTAN.

**Do you use several branch/customer numbers in online banking?**

Even then, an activated photoTAN procedure is sufficient. You can use mobileTAN for other branch/customer numbers until August 2025. When mobileTAN ends, your activated photoTAN procedure will become valid for all your branch/customer numbers in online banking.

- please see the next page -

The information is based on data up to 21 February 2025.

mTHy



Are there other account holders or other authorised signatories for your account?

Then please pass on the information from this letter to them.

You can find out more about Deutsche Bank's photoTAN procedure at [www.deutsche-bank.de/phototan](http://www.deutsche-bank.de/phototan).

Best regards,

Deutsche Bank

#### Security information

- Please always keep the contents of your photoTAN activation letter secret.
- Do not pass on this activation letter.
- Deutsche Bank will never ask you to photograph and forward the activation letter.
- When scanning QR codes, check whether the Internet address shown is correct before opening it in the browser.

Knowledge is security: Our 10 golden rules.



Scan the QR code or go to [www.deutsche-bank.de/sicherheit](http://www.deutsche-bank.de/sicherheit)

Is your address data still up to date?

Please check regularly whether the addresses for you and any authorised signatories have been entered correctly. You can view and correct the address data directly in online banking.