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24/7 service

July 24, 2025

## Changeover from online banking and app from 25 August 2025

We are making your banking more convenient.  
Your branch/account number 703 8977787

**Important:**  
Your first log in  
to the new banking

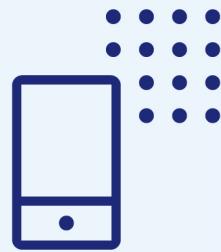
Dear Mr. Artsemyeu,

To make your banking with us easier, we are taking a big digital step forward for you. From 25 August, you will benefit from the upgrade for online banking and the Deutsche Bank app: You can look forward to simpler navigation and many new functions that will make your daily banking business even more convenient.

### Start your new banking from 25 August - we'll be with you every step of the way.

Everything you will need for your first login:

- Your 3-digit branch number and your 7-digit account number.  
**New:** There is no need to enter the 2-digit sub-account number.
- Your usual 5-digit PIN for online banking or app.
- Your usual photoTAN procedure.
- If you have any questions about the PIN or the photoTAN procedure, please read the enclosed brief information "Banking upgrade".



- Please also read the next page -

The information is based on data up to 4 July 2025.

SIMDBPK\_EN\_digitalesPostfach



## Discover your new benefits

Familiarise yourself with the new online banking functions now and find out what options the upgrade in the app offers you.



- Up-to-date information and answers to the most frequently asked questions can be found on the website. Scan the QR code or go to [www.deutsche-bank.de/new-banking](http://www.deutsche-bank.de/new-banking)
- You can get an initial overview in the enclosed brief information "Banking upgrade".

Our service team will inform you personally

Do you have questions? Then give us a call on +49 69 910-10025.

Best regards,

Deutsche Bank

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## Important security information



- Never give your online banking PIN to anyone.
- Open QR codes only if the Internet address is displayed for you to check. If in doubt, enter the printed address by hand.
- Only use your own devices for online banking.
- Always log out correctly using the "Logout" button.



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 of you and authorised users in particular are correctly registered with us. You can view and correct the address data directly in online banking.

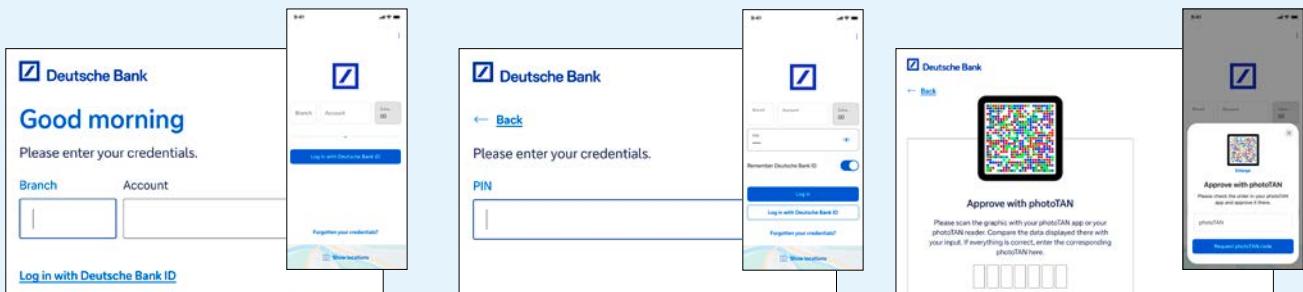
- Please also read the next page -



# Banking upgrade from 25 August 2025

Your first login for online banking and app

## Logging in to banking



First enter your 3-digit branch number and your 7-digit account number.

**NEW:** It is no longer necessary to enter the 2-digit sub-account number.

You will then need your current 5-digit online banking PIN. You can then use facial recognition or your fingerprint again in the app.

This process requires a photoTAN procedure and the latest version of the photoTAN app. Please check in online banking under "Security procedure" whether your photoTAN procedure is activated. If you are in the app, please switch to online banking.



### Don't have your PIN for the upgrade?

From 25 August, you can reset your PIN before logging in to your new online banking and in your app. For you, this means: Instead of the PIN, you now assign yourself a password. To do this, click on 'Forgotten your credentials?' on the login page or on 'Forgot?' in the password input mask in the app and follow the instructions.

**New:** From 25 August, you will be able to change your credentials yourself.

- After the upgrade, you will continue to be able to log in with your branch/account number and your PIN.
- After the upgrade, you will have the option of using an individual "Deutsche Bank ID" instead of the branch and account number to log in.
- To do this, click on your "Profile" in the new online banking on the right above and then on "ID management".
- Then always log in with your new "Deutsche Bank ID".

### Set up a new security procedure

- With photoTAN and photoTAN push, you can approve your orders as usual even after our banking upgrade.
- As soon as you create a new security procedure, e.g. for another smartphone, we will offer you BestSign – our new security procedure.
- The mobileTAN procedure will be discontinued.

– Please also read the next page –



## Your banking benefits after the upgrade

New functions in the  
Deutsche Bank app and  
in online banking



### — Individually adjustable total balance

In future, you will see the total balances of all products such as current accounts, securities accounts, loans and investments in the financial overview as soon as you open the app or online banking. You will be able to choose which products you want to include in the total balance view.

### — Do even more online

You can now use over 70 services online, change your address or overdraft facility, create new authorised signatories and much more.

Further new  
functions in your  
Deutsche Bank App



### — Your code for cash

New: You can withdraw cash from individual accounts at 12,500 locations throughout Germany. Without shopping, without an ATM. Simply create a cash code ('Bargeld-Code') in the Deutsche Bank app.

### — Simply pay by smartphone

Pay conveniently and securely with Google Pay™ and Apple Pay. Google Pay replaces mobile payments with Android. Please create new cards that are stored here in Google Pay from 25 August.

### — Manage your credit cards

You can see all your credit cards. Transactions are displayed directly. You can adjust card limits online.

## Please note

Last possibility  
to activate photoTAN



— You can still request the activation letter for photoTAN in online banking until 15 August 2025 (not in the app). If you do not activate the photoTAN procedure after receiving the activation letter by 21 August 2025, you can set up the new BestSign procedure from 25 August. You can find more on this at: [www.deutsche-bank.de/new-banking](http://www.deutsche-bank.de/new-banking).

Update your credit  
cards and bank cards  
in the wallet



— From 25 August, please check whether the cards stored in the wallet are still active. It may be necessary to update them after the upgrade.

Further information and news on the upgrade to online banking and the Deutsche Bank App:



Current information and answers to the most frequent questions.

Simply scan the QR code or call it up directly:  
[www.deutsche-bank.de/new-banking](http://www.deutsche-bank.de/new-banking)

– Please also read the next page –



# Important changes from 25 August 2025

There are changes to the following services in the Deutsche Bank app and in online banking:

## InfoServices ordered in online banking



- The Konto-InfoServices with KontoSensor remain in place.
- For the time being, the InfoServices on securities accounts, maturities & terms and expert knowledge & newsletters will no longer be sent out.

## maxblue Direct Trade



- Please agree to the terms and conditions again as soon as you use Direct Trade in online banking for the first time after the upgrade.

## ROBIN



- After the upgrade, you will find your ROBIN portfolio overview with all the information and functions in online banking under the 'Investieren' tab. Details on this and other changes, such as the display in the app, can be found at [www.deutsche-bank.de/new-banking](http://www.deutsche-bank.de/new-banking).

## MultiBanking/ FinanzPlaner



- The additional MultiBanking function will be discontinued on 22 August 2025. You can continue to use the new FinanzPlaner as usual without this function.

## VersicherungsManager



- In future, you will be able to manage details of your insurance contracts under [www.db-versicherungsmanager.de](http://www.db-versicherungsmanager.de). It is no longer possible to log in via online banking or the Deutsche Bank app after the upgrade.

## Mortgages/ home loan savings



- **DB mortgages:** You will continue to receive the balance notifications via the digital postbox in online banking. You will no longer see current information about your mortgage loan in the financial overview.
- **BHW contracts:** Your BHW contracts are no longer displayed in the new online banking. For information on your BHW contracts, please get in touch with your usual contact person or call the BHW service hotline in Frankfurt am Main (+49 69 910-50500).

## Financial software (FinTS/HBCI)



- Please carry out an **account synchronisation** in your financial software or in your Multibanking app. You can usually find this option in your financial software in the settings for your login data. During this step, you may receive a message that you must first log in to online banking. A set-up wizard will guide you through the process.

Further information and news on the upgrade to online banking and the Deutsche Bank App:



Current information and answers to the most frequent questions.

Simply scan the QR code or call it up directly:  
[www.deutsche-bank.de/new-banking](http://www.deutsche-bank.de/new-banking)