






ProCredit MobileSign

Because security matters

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General information

1

What are the minimum requirements the mobile device has to be up to?

ProCredit MobileSign може да бъде инсталирано на устройства с операционна система:

- Android Android 5.0 Lollipop and the newer versions;
- iOS 12 and the newer versions.

Make sure that your device suits the requirements for functioning with ProCredit Mobile-Sign by checking up its operational system in the menu settings.

2

Can ProCredit MobileSign be activated on more than one device?

No. You can activate the application just on one device – a smartphone or a tablet. By this means the convenience is guaranteed, especially for the users who have more than one user profile for Internet Banking

3

Can I install the application on a computer/ a smart watch?

No. ProCredit MobileSign works only with smart phones with Android or iOS operational systems.

4

Should I have mobile internet, in order to use ProCredit MobileSign?

Yes. The application requires internet connection.

5

Is ProCredit MobileSign secured?

Yes. The access to ProCredit MobileSign goes through either entering an individual PIN code or biometrical data. The application works with modern methods for encryption of the information, interchanged between the client and the Bank. The client confirms the transaction via a second, independent channel, as the notifications generated in the application are connected with a specific transaction and are valid only for it.

ProCredit MobileSign provides a high level of payment security and meets completely the regulatory requirements.

Advantages of ProCredit MobileSign compared to signing with SMS TAN:

- Due to this reason, in the request to the Bank, you have to give a current mobile number, where to receive an activation code to start the registration again.
- No delay in receiving the SMS.
- 100 % protection from SIM swap*

**SIM swap – a scheme in which the fraudster manages to take control over the mobile number of the person, by replacing his SIM card. This happens, after the fraudster has already stolen the personal data, most often through social engineering, phishing or fraud.*

Functional questions

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Can I use the application in case I have several user profiles in ProB@nking?

Yes. When the ProCredit MobileSign is downloaded and installed through one of your accounts, the same will be automatically registered also for the others. Thus you will be able to sign your payments only via one device.

7

Can an user to multiple clients use more than one application?

No. One user can have just one ProCredit MobileSign to confirm payments in all of his user profiles in ProB@nking (in case more than one exists) and online payments with cards.

8

Which actions require ProCredit MobileSign?

- For log-in the system of Internet banking;
- For all the transfers and documents, which require additional confirmation.

9

Can I confirm more than one transfer via ProCredi MobileSign?

Yes. Mark in ProB@nking all the documents you would like to confirm.

In the application you will receive a notification for confirmation, consisting of information about the transfers you have selected.

Technical questions

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What should I do in case I don't finish the activation process of ProCredit MobileSign?

You should first de-install the application. Afterwards you should follow again the process for initial registration.*

11

I don't receive notifications in Procredit MobileSign. What should I do?

You should wait for a few seconds. The Internet banking system will allow you to require once again the signing of the document.

In addition, you can check whether the application's notifications are permitted by your device.

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What should I do in case of forgotten PIN code or in case I block Pro-Credit MobileSign by inserting 5 times in a row a wrong PIN code?

You should call us at phone number 2316008840 (for mobile and landline calls) or 801 100 71 71 (only for landline calls) or visit a branch of the Bank for deactivation of your ProCredit MobileSign.

A subsequent activation of your application can be made through the process of initial registration. Due to this reason, in the request to the Bank, you have to give a current mobile number, where to receive an activation code to start the registration again.

In case you will use the same mobile device, the application has to be preliminary deactivated.

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What should I do if I lose my smart device?

You should call us at phone number 2316008840 (for mobile and landline calls) or 801 100 71 71 (only for landline calls) or visit a branch of the Bank for deactivation of your ProCredit MobileSign.

The subsequent activation of the application can be made through the process of initial registration.

Due to this reason, in the request to the Bank, you have to give a current mobile number, where to receive an activation code to start the registration again.

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What should I do if I want to change my smart device?

You should log in to ProB@nking and choose "My profile" – "Change device". Download and install on your new smartphone the application ProCredit MobileSign. Enter your Mobile-Sign ID and the activation code, sent as an SMS by the Bank. Choose your own PIN code. Finish the change process and confirm it using the MobileSign installed on your old smartphone.

www.procreditbank.gr