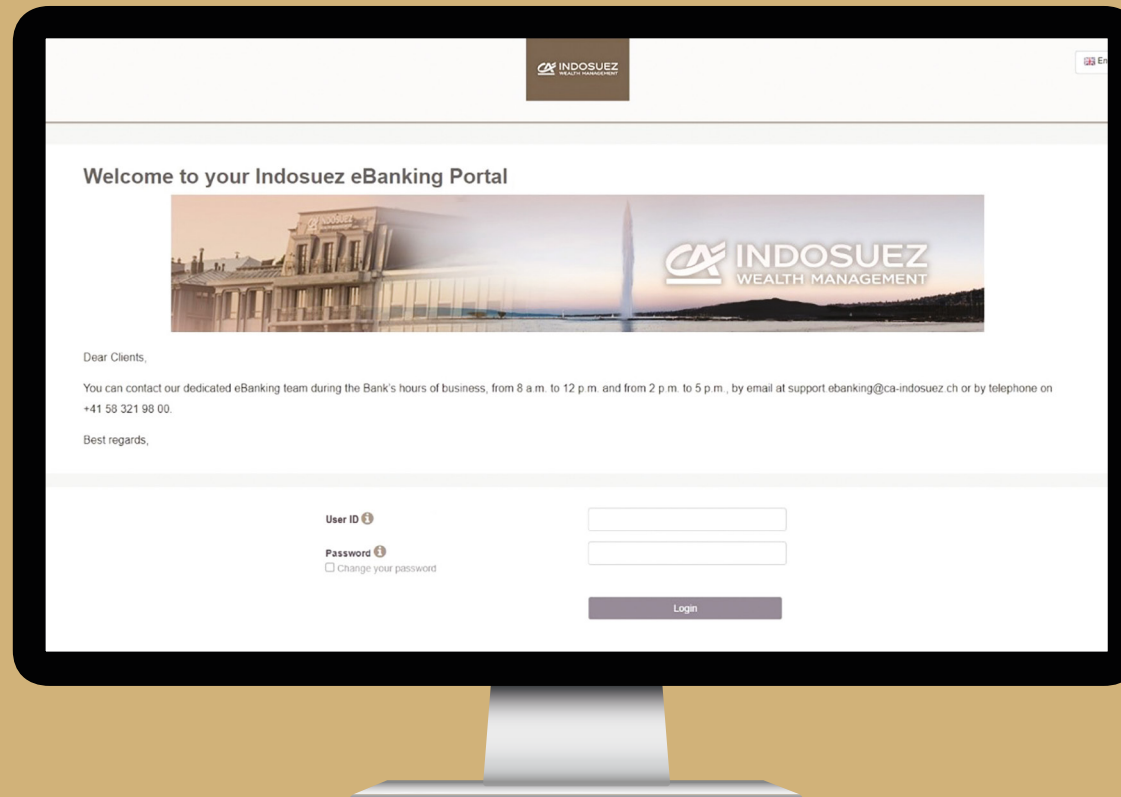


eBANKING

Login guide to access your personal space

WELCOME



01
YOUR FIRST LOGIN
TO eBANKING

P4

02
YOUR NEXT LOGINS
TO eBANKING

P11

03
ADD A SMARTPHONE
OR A TABLET

P12

04
DELETE A SMARTPHONE
OR A TABLET

P14

01 YOUR FIRST LOGIN TO eBANKING

IN ORDER TO LOG IN FOR THE FIRST TIME, YOU MUST HAVE:

- Your User ID and QR Code stated in the first letter sent to you by post, which we encourage you to keep safely;
- Your temporary eBanking password sent to you in a separate letter;
- Downloaded the **HID Approve** app to your smartphone or your tablet.

1ST LETTER:

Including the QR Code and User ID

2ND LETTER:

Including the eBanking password

02 YOUR NEXT LOGINS TO eBANKING

03 ADD A SMARTPHONE OR A TABLET

04 DELETE A SMARTPHONE OR A TABLET



Your eBanking User ID to be entered each time you log in.

QR Code to be scanned with the HID Approve app (step 2). Please note that this QR Code is valid only once.



Your temporary eBanking password.

01 YOUR FIRST LOGIN TO eBANKING

02 YOUR NEXT LOGINS TO eBANKING

03 ADD A SMARTPHONE OR A TABLET

04 DELETE A SMARTPHONE OR A TABLET

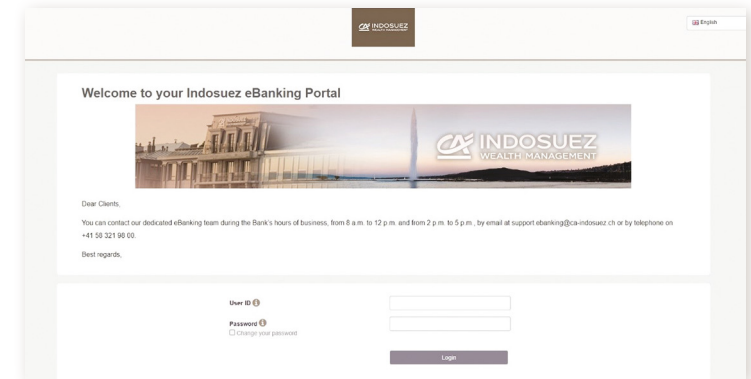
STEP 1: ON YOUR COMPUTER

ACCESS THE AUTHENTICATION PAGE

<https://ebanking.ca-indosuez.ch>

Enter the User ID and password
that were sent to you in two separate letters.

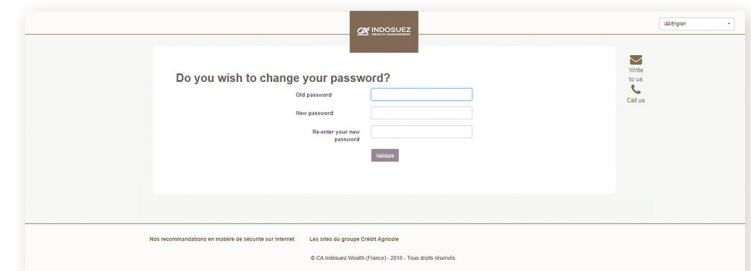
Click on **“Login”**.



CHANGE YOUR eBANKING PASSWORD

Enter a new eBanking password,
avoiding personal references
(exactly 8 characters, including letters and numbers,
no special characters), re-enter it.

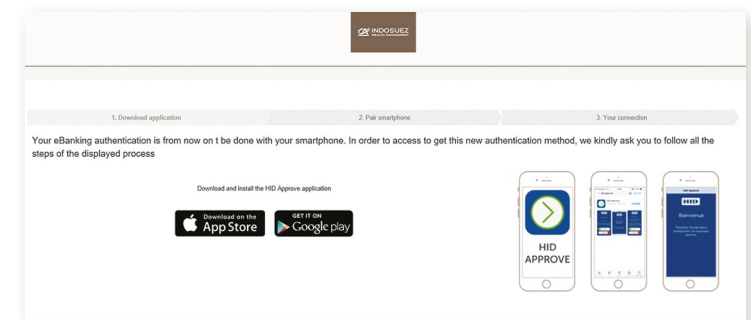
Then click on **“Validate”**.



THE FOLLOWING SCREEN WILL APPEAR

If you have not already done so,
you must download the **HID Approve** app
in order to log in securely.

Click on **“Next step”**.



01
YOUR FIRST
LOGIN TO
eBANKING

02
YOUR NEXT
LOGINS TO
eBANKING

03
ADD
A SMARTPHONE
OR A TABLET

04
DELETE
A SMARTPHONE
OR A TABLET

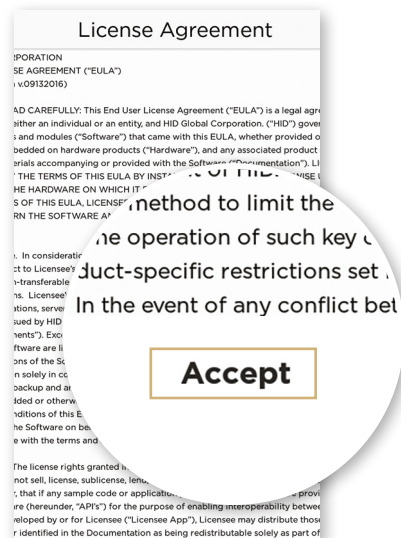
STEP 2: IF YOU HAVE AN ANDROID SMARTPHONE: DOWNLOAD THE HID APPROVE APP



DOWNLOAD THE APP

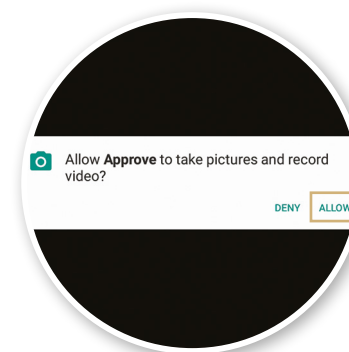
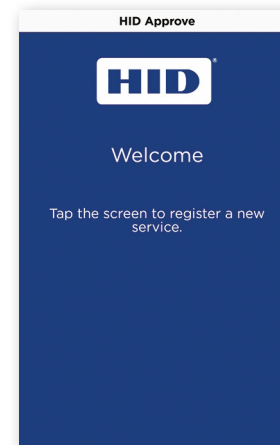
From the Google Play Store, download the **HID Approve** app to your smartphone. Once the download is complete, open the app.

ACCEPT THE LICENSE AGREEMENT



AUTHORISE ACCESS TO YOUR CAMERA

Authorise the **HID Approve** app to access your smartphone camera.



01
YOUR FIRST
LOGIN TO
eBANKING

STEP 2: IF YOU HAVE AN APPLE SMARTPHONE: DOWNLOAD THE HID APPROVE APP

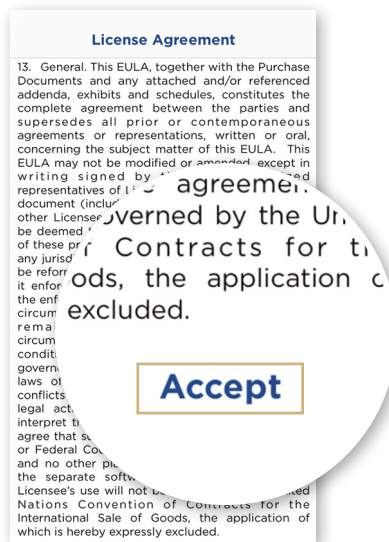


DOWNLOAD THE APP

From the Apple Store, download the **HID Approve** app to your iPhone. Once the download is complete, open the app.

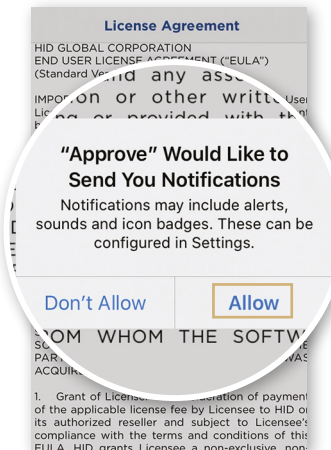
02
YOUR NEXT
LOGINS TO
eBANKING

ACCEPT THE LICENSE AGREEMENT



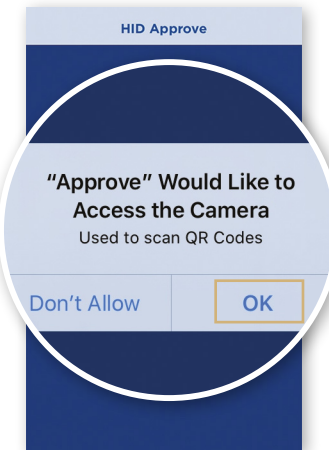
AUTHORISE THE NOTIFICATIONS

Authorise the **HID Approve** app to send you notifications.



AUTHORISE ACCESS TO YOUR CAMERA

Authorise the **HID Approve** app to access your smartphone camera.



03
ADD
A SMARTPHONE
OR A TABLET

04
DELETE
A SMARTPHONE
OR A TABLET

01 YOUR FIRST LOGIN TO eBANKING

02 YOUR NEXT LOGINS TO eBANKING

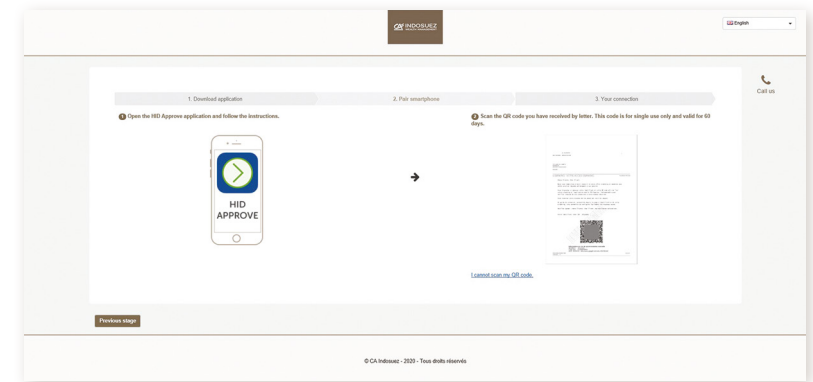
03 ADD A SMARTPHONE OR A TABLET

04 DELETE A SMARTPHONE OR A TABLET

STEP 3: FINALISE YOUR LOGIN

The **HID Approve** app is installed on your smartphone.

Click on **“Next step”** to access this screen.



SYNC YOUR eBANKING ACCOUNT VIA YOUR SMARTPHONE

SITUATION A

SCAN THE QR CODE AND CREATE YOUR HID PIN CODE

Scan the QR Code sent to you with the first letter and create your 6-digit HID PIN code. You must confirm it. Personalise your access name if you wish.

The QR Code can be found in a recently received letter. We encourage you to keep this letter which also contains your User ID.



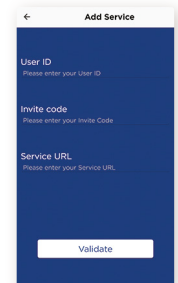
SITUATION B

YOU ARE UNABLE TO SCAN THE QR CODE SENT TO YOU BY POST

Open the **HID Approve** app. Click on **“Enter the invitation codes manually”**.

You must have the 3 codes included in the first letter.

Enter them in the app.

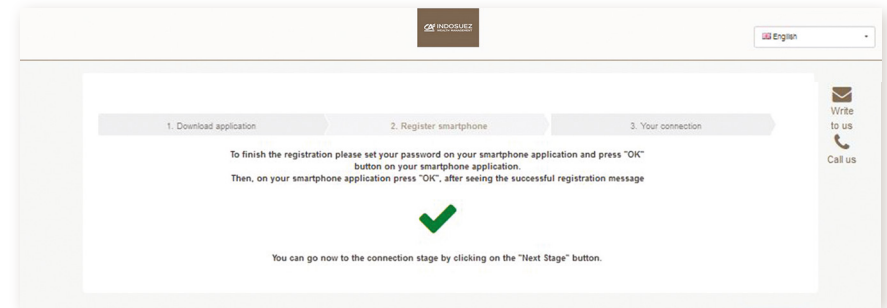


(User ID, Invite Code and Provider URL)

01 YOUR FIRST LOGIN TO eBANKING

ONCE THE SYNC IS COMPLETE,
a confirmation screen will automatically
appear on your computer.

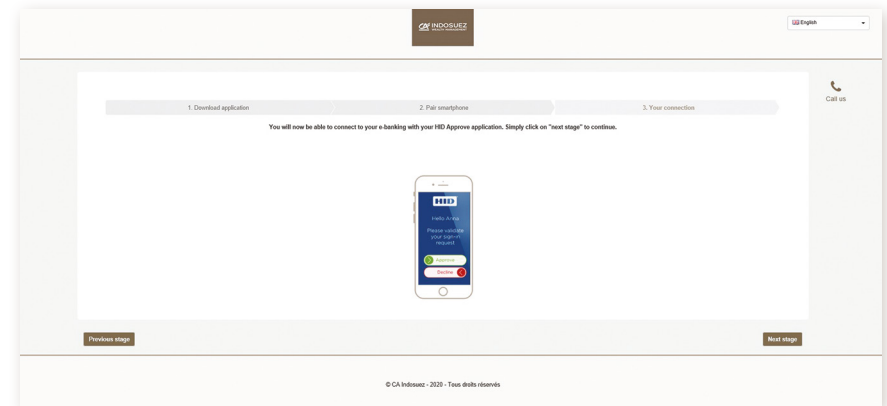
Click on **“Next step”**.



02 YOUR NEXT LOGINS TO eBANKING

Click again on **“Next step”** to login
to your eBanking space.

Click again on **“Next step”**.

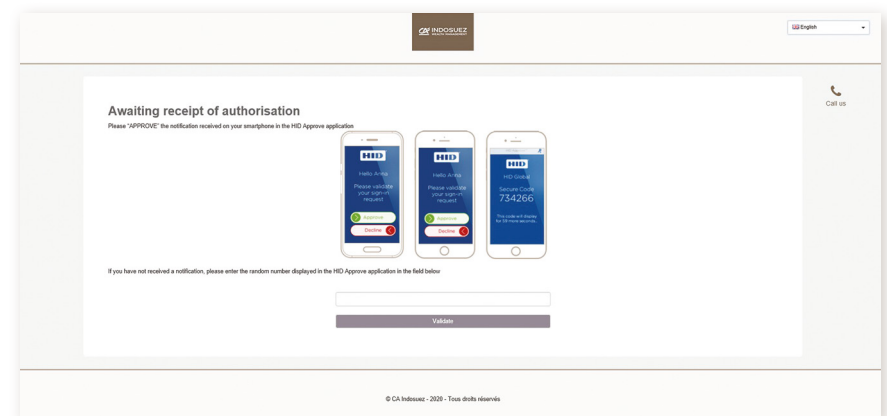


03 ADD A SMARTPHONE OR A TABLET

You will automatically receive
a notification in your **HID Approve** app.
After entering your HID PIN code, please **“Approve”**
the login by sliding your finger to the right.

Please note that if the approval request
does not appear, you can click on the **HID Approve**
screen on your smartphone.

After entering your HID PIN code,
you generate a temporary code that you will enter
on the login screen of your computer.



04 DELETE A SMARTPHONE OR A TABLET

01
YOUR FIRST
LOGIN TO
eBANKING

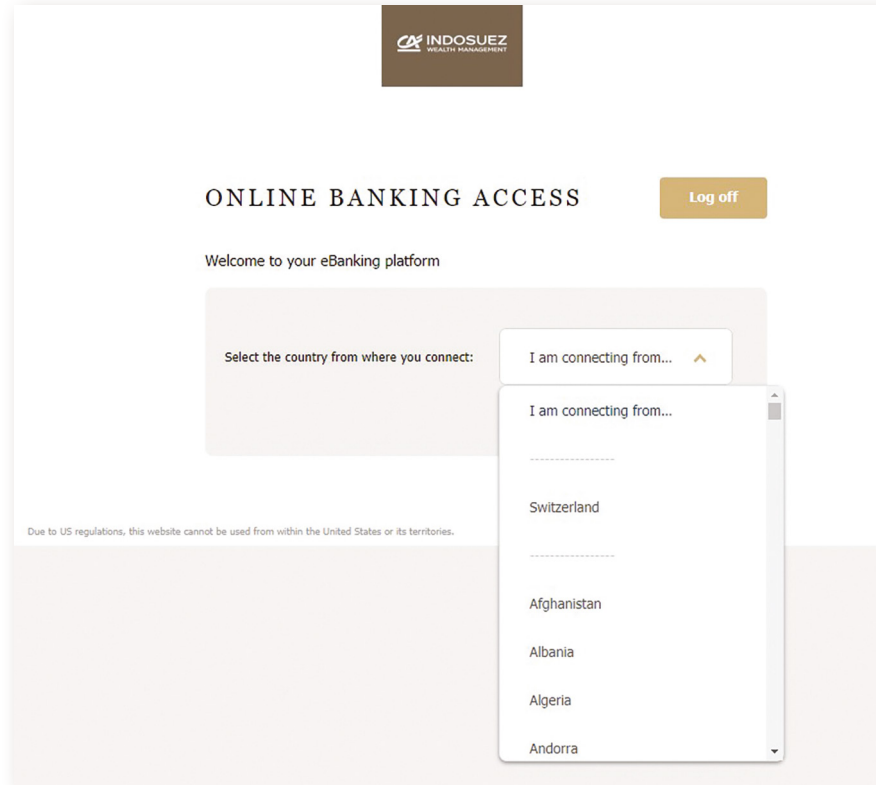
02
YOUR NEXT
LOGINS TO
eBANKING

03
ADD
A SMARTPHONE
OR A TABLET

04
DELETE
A SMARTPHONE
OR A TABLET

YOU CAN NOW ACCESS eBANKING

Select your country of consultation.



01
YOUR FIRST
LOGIN TO
eBANKING

02
YOUR NEXT
LOGINS TO
eBANKING

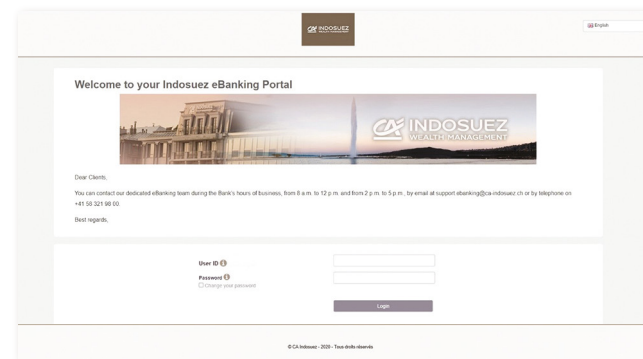
03
ADD
A SMARTPHONE
OR A TABLET

04
DELETE
A SMARTPHONE
OR A TABLET

STEP 1: ON YOUR COMPUTER

ACCESS THE AUTHENTICATION PAGE

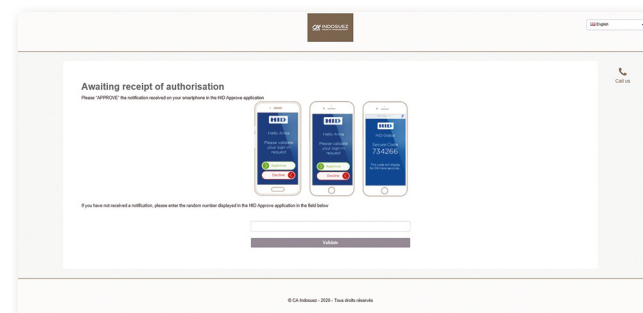
<https://ebanking.ca-indosuez.ch>



STEP 2: ON YOUR COMPUTER

ENTER YOUR USER ID AND PASSWORD

Up to 3 attempts.
If your account is blocked, we invite you to contact our Helpdesk.
Then click on **“Login”**.

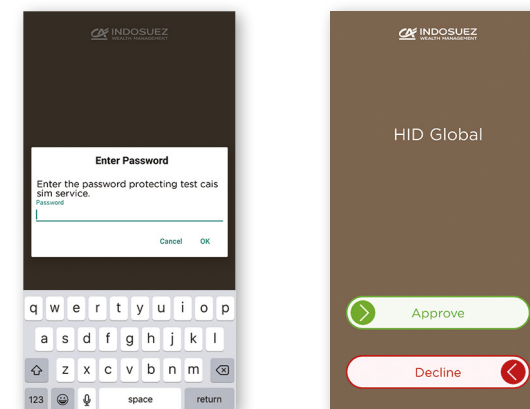


STEP 3: ON YOUR SMARTPHONE

YOU WILL RECEIVE A NOTIFICATION FROM THE HID APPROVE APP

Click on the notification received.
Enter your 6-digit HID PIN code defined during the app's installation (up to 3 attempts).
Approve the login by sliding the word **“Approve”** to the right.

If you do not receive the notification, you have the option to generate a one-time use code on the **HID Approve** app.

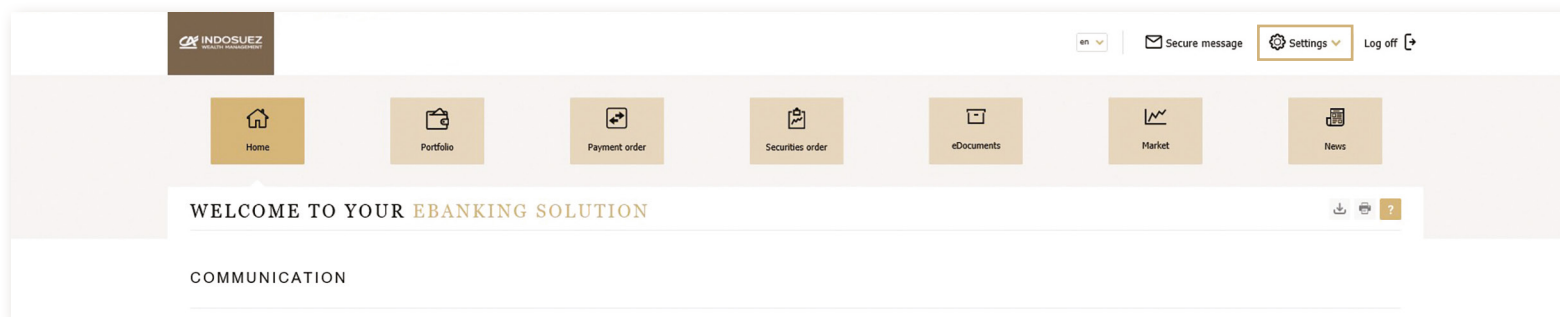


YOU CAN NOW ACCESS eBANKING DIRECTLY ON YOUR COMPUTER.

01
YOUR FIRST
LOGIN TO
eBANKING

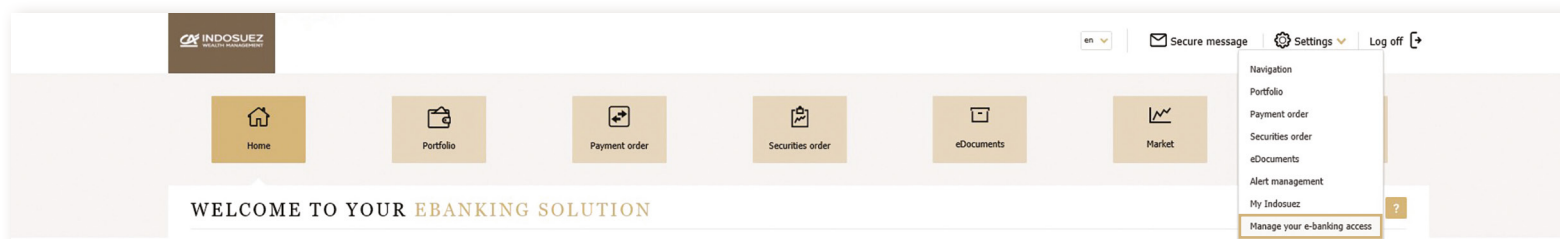
STEP 1: ON YOUR COMPUTER

Click the **“Settings”** link on the right side of your screen.



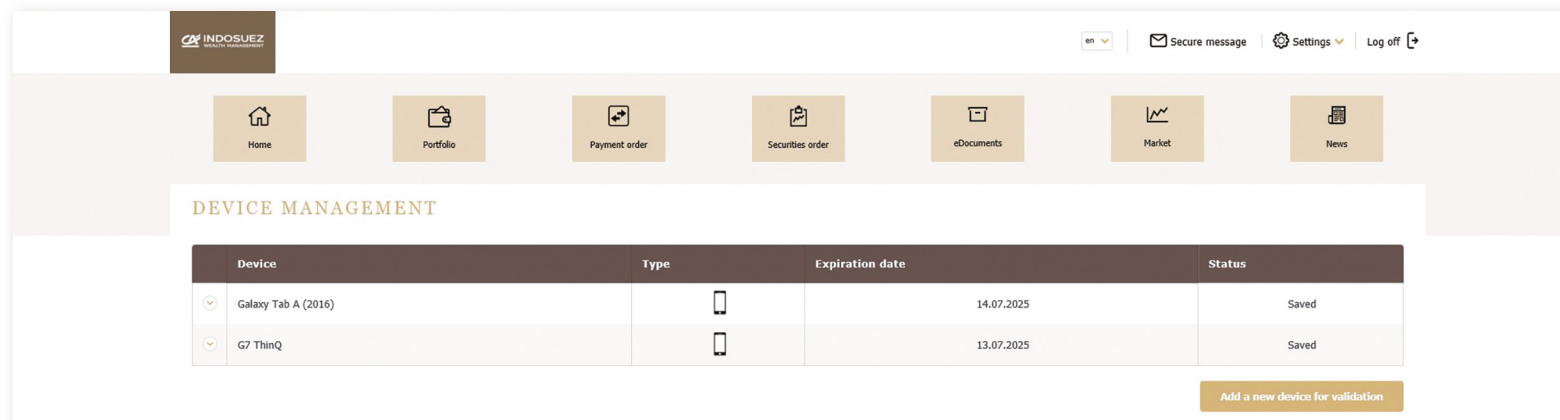
02
YOUR NEXT
LOGINS TO
eBANKING

Select **“Manage your eBanking access”**.



03
ADD
A SMARTPHONE
OR A TABLET

Select **“Add a new device for validation”**.



04
DELETE
A SMARTPHONE
OR A TABLET

01
YOUR FIRST
LOGIN TO
eBANKING

02
YOUR NEXT
LOGINS TO
eBANKING

03
ADD
A SMARTPHONE
OR A TABLET

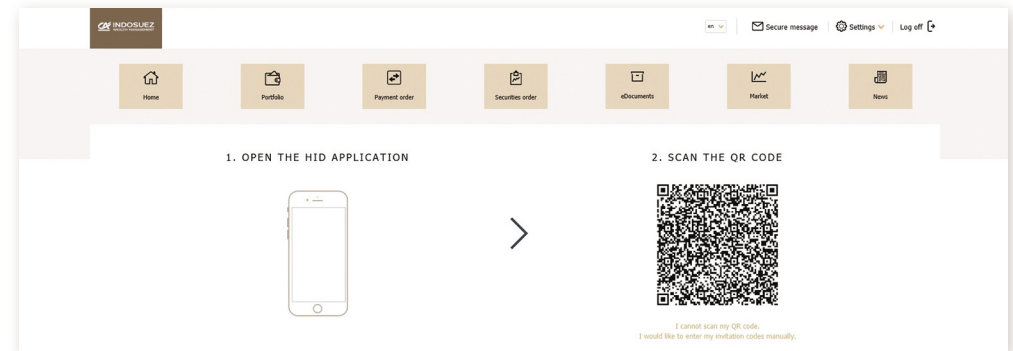
04
DELETE
A SMARTPHONE
OR A TABLET

STEP 2: ON YOUR NEW DEVICE

DOWNLOAD THE HID APPROVE APP

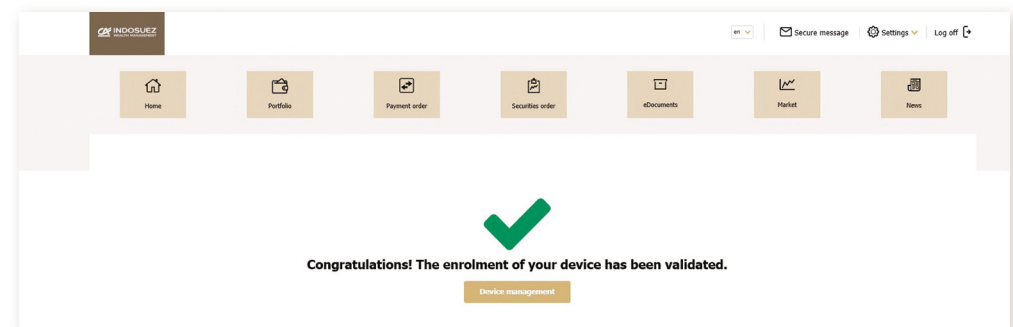
Step 2 of “your first login to eBanking” p.6 and 7.

Scan the **QR Code** that appears on your computer.



Enter a **6-digit HID PIN code** in the app.
If you are unable to scan your QR Code, please enter it manually (p.8, situation B).

A page will appear to confirm that your smartphone or tablet has been saved.



01
YOUR FIRST
LOGIN TO
eBANKING

02
YOUR NEXT
LOGINS TO
eBANKING

03
ADD
A SMARTPHONE
OR A TABLET

04
DELETE
A SMARTPHONE
OR A TABLET

CHANGE YOUR PREFERENCES

In the **“Settings”** menu, select **“Manage your eBanking access”**.
You have the option of easily deleting a device.

Select the device you would like to remove and click **“Delete”**.

The screenshot displays the Indosuez eBanking interface. At the top, there is a header bar with the Indosuez logo on the left and navigation links (en, Secure message, Settings, Log off) on the right. Below the header is a row of seven icons representing different services: Home, Portfolio, Payment order, Securities order, eDocuments, Market, and News. The main content area is titled "DEVICE MANAGEMENT" and contains a table with the following data:

Device	Type	Expiration date	Status
Galaxy Tab A (2016)		14.07.2025	Saved
G7 ThinQ		13.07.2025	Saved

A "Delete" button is visible next to the "G7 ThinQ" device. At the bottom right of the table, there is a button labeled "Add a new device for validation".

You must, however, save at least one device.

LOGIN GUIDE TO ACCESS YOUR PERSONAL eBANKING SPACE

Thank you for choosing to subscribe to our eBanking offer.

This guide offers a brief review of the security that safeguards your personal space and details on the main steps that will allow you to access it.

For any additional questions, we invite you to contact the Helpdesk:



+41 58 321 9800



support.ebanking@ca-indosuez.ch

THE SECURITY OF YOUR eBANKING ACCESS

Your eBanking solution uses a highly effective IT system, ISO 9001 certified: 2008. It also offers a secure connection and encrypted information.

YOUR LOGIN SYSTEM IS BASED ON THREE ELEMENTS OF IDENTIFICATION

- A User ID;
- A QR Code that you will use only the first time you log in in order to sync your phone;
- A password that will be sent to you by post and that you must change the first time you log in.

YOU ARE A KEY ACTOR IN SECURITY

In order to guarantee the optimal security of your eBanking access, we encourage you to take a vigilant approach by adopting a number of simple habits, such as:

- Contact the bank immediately by calling the eBanking Helpdesk if you notice an abnormal function relating to your authentication or when using one of the eBanking services (consultation, messaging, transfer, market order, etc.);
- Regularly run updates on your devices (browser, operating system, etc);
- Protect your computer with antivirus software and ensure it is automatically updated on a daily basis;
- Log in from a secure place and avoid public spaces;
- Keep access codes in a secure place and separate from one another;
- Do not ever copy, photograph, scan or upload your access codes;
- Log in to the eBanking website by entering the address in the browser and never click on a link contained in a message;
- Do not open attachments if the sender is unknown;
- Remain cautious with regard to messages directing you to call your bank or to provide personal information and take the time to verify the telephone number and/or the issuer of the message;
- Avoid easily identifiable login codes (date of birth, children's names, etc.);
- Avoid login codes that you use for other online services that are often less secure;
- Do not ever share you login credentials with third parties and change them as soon as you believe they might be known by others;
- Log out correctly by using the "Log out" button;
- Erase the cached memory and browsing history once you have logged off.

The Terms and Conditions and the Online Services Special Conditions of the bank will continue to apply to the remainder.



eBANKING HELPDESK



+41 58 321 9800



support.ebanking@ca-indosuez.ch

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Limited-liability company (société anonyme) under Swiss law with share capital of CHF 1'025'946'000

CA Indosuez (Switzerland) SA is authorised as a bank and Securities Firm by the Swiss financial markets authority (FINMA), which also supervises its activities.

Photo credits: iStock - August 2020.