



E-Services Mobile Banking App

How to download the app and activate your device

E-Services

E-Services Mobile Banking app

<https://www.jsafrasarasin.com/e-services>

Prerequisites for using the Mobile Banking app



J. SAFRA SARASIN



1. You completed the form «Agreement for the use of E-Services» and registered your mobile phone number
2. You already have a User ID and Password for E-Services

Step 1: Download the Mobile Banking app from the App Store or Google Play

<https://www.jsafrasarasin.com/e-services> (select the location of your Bank relationship)

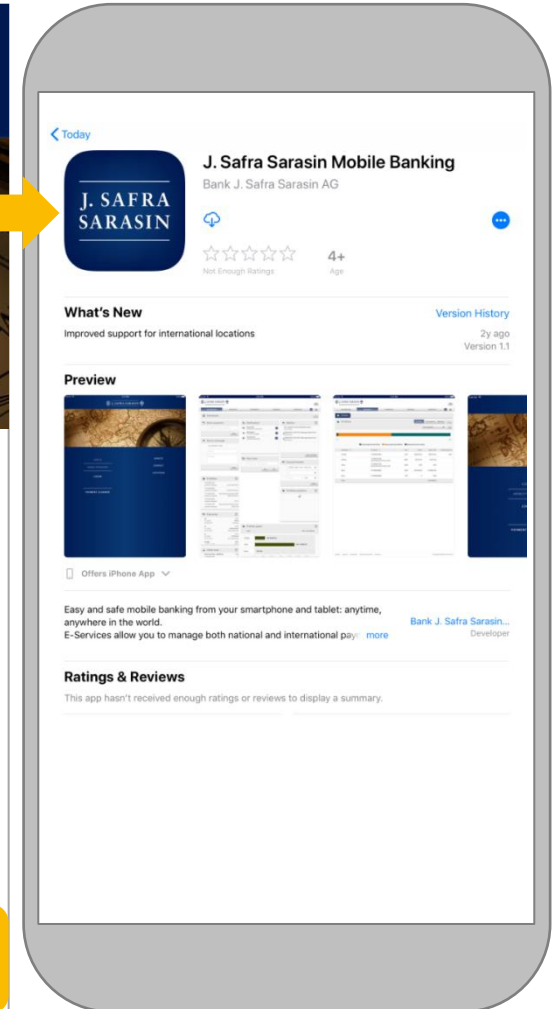


The screenshot shows the J. Safra Sarasin website with a navigation bar at the top. The main content area features a banner with a map and a compass. A white box is overlaid on the banner, containing the following text:

Mobile Banking App Flexibility in your pocket

With the E-Services Mobile Banking app, access our banking services anytime, anywhere in the world via your smartphone. In addition, the scanning function of your smartphone can be used to make payments (Swiss payment slips only). The E-Services Mobile Banking app can be downloaded free of charge from the App Store or Google Play and works for all current iOS and Android™ devices.

Below the text are two buttons: "GET IT ON Google Play" and "Download on the App Store". Below these buttons is a QR code with the text "Or simply scan the QR code with your smartphone:" above it.



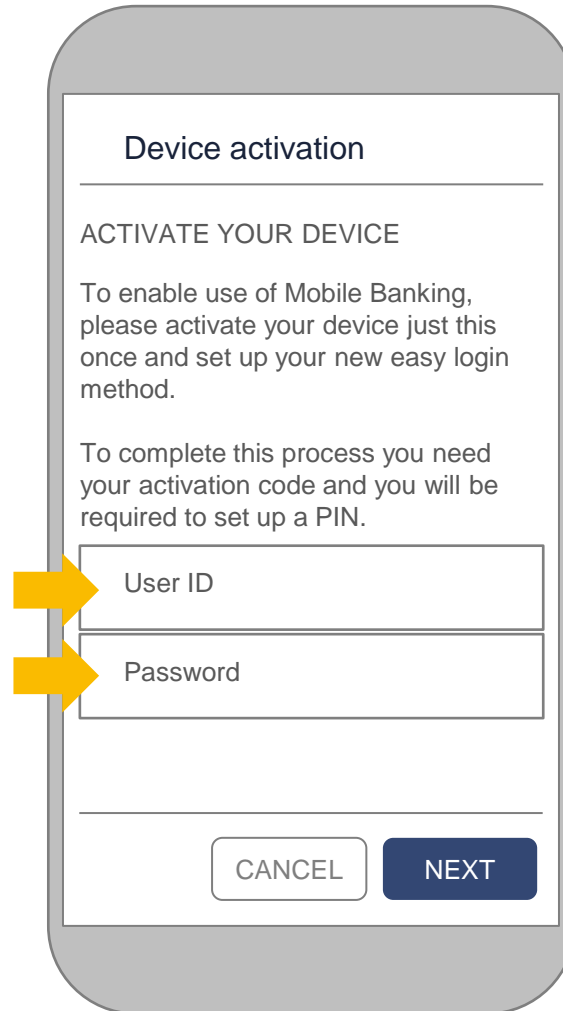
The screenshot shows the App Store page for the "J. Safra Sarasin Mobile Banking" app. The app is developed by "Bank J. Safra Sarasin AG". The page includes a "What's New" section with the update "Improved support for international locations" and a "Preview" section showing app screenshots. The "Ratings & Reviews" section indicates that the app has not received enough ratings to display a summary.

Click on the download buttons for your respective smartphone device or alternatively scan the QR code to download the app and install it on your smartphone

Step 2: Open the Mobile Banking app,
select relevant Bank location and touch «Login»



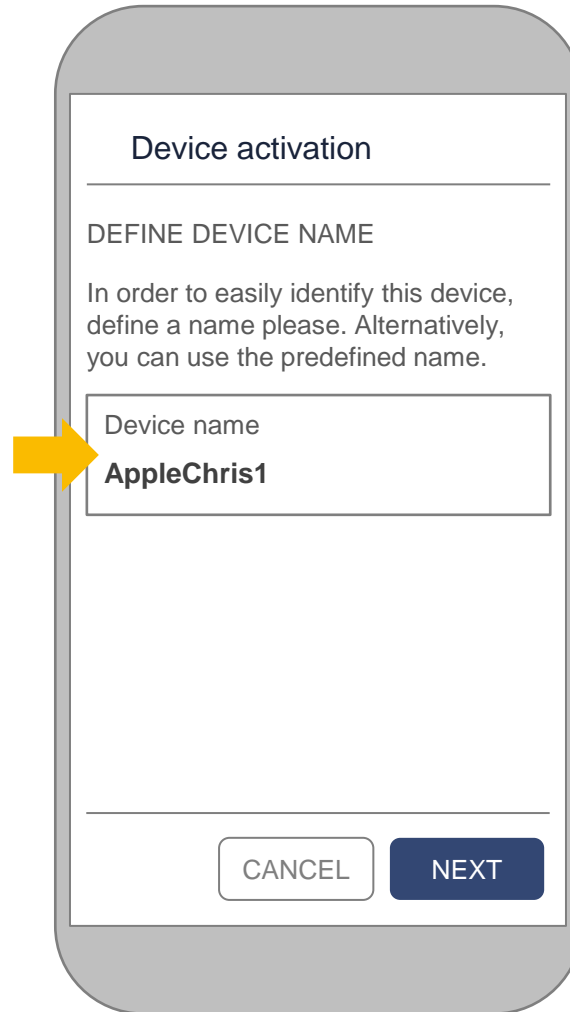
Step 3: Enter your User ID and Password. Click «Next».



The image shows a mobile banking activation screen. At the top, it says "Device activation". Below that, it says "ACTIVATE YOUR DEVICE". The main text reads: "To enable use of Mobile Banking, please activate your device just this once and set up your new easy login method." and "To complete this process you need your activation code and you will be required to set up a PIN." There are two input fields: "User ID" and "Password". Two yellow arrows point to these fields from the left. At the bottom, there are two buttons: "CANCEL" and "NEXT".

The password is the same password you use to log into E-Services E-Banking

Step 4: Define a device name and click «Next»



Device activation

DEFINE DEVICE NAME

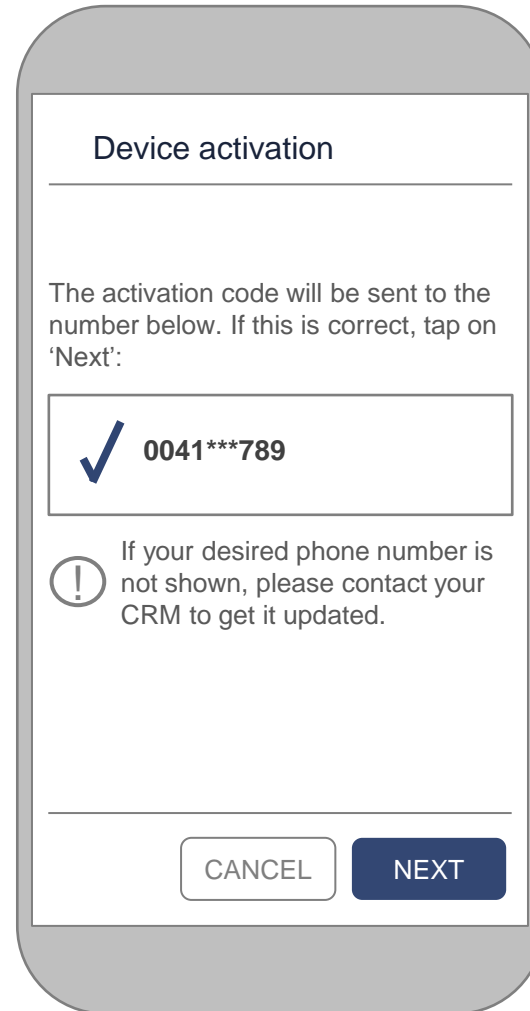
In order to easily identify this device, define a name please. Alternatively, you can use the predefined name.

Device name

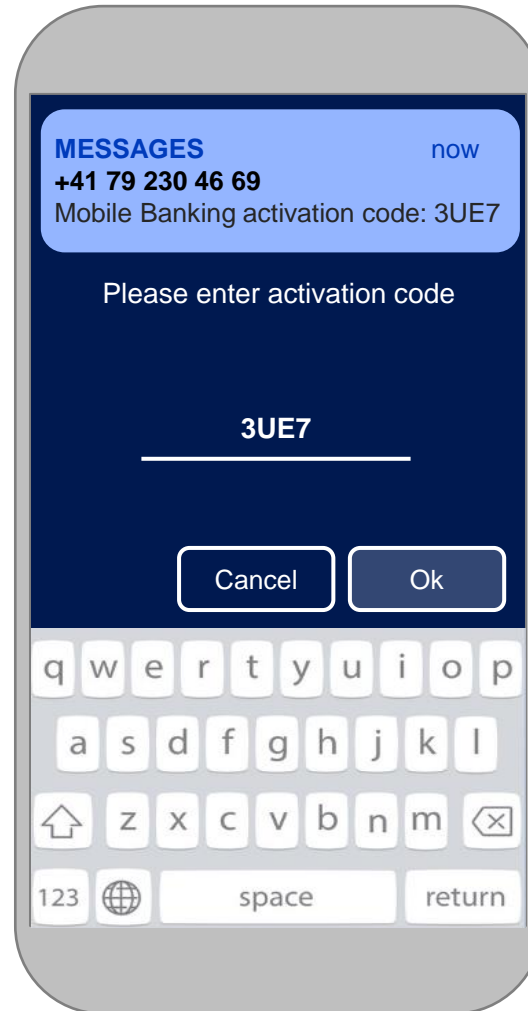
AppleChris1

CANCEL NEXT

Step 5: Verify if your registered mobile phone number is correct and click «Next»



Step 6: Once you receive the activation code on your device, enter the code and click «OK»

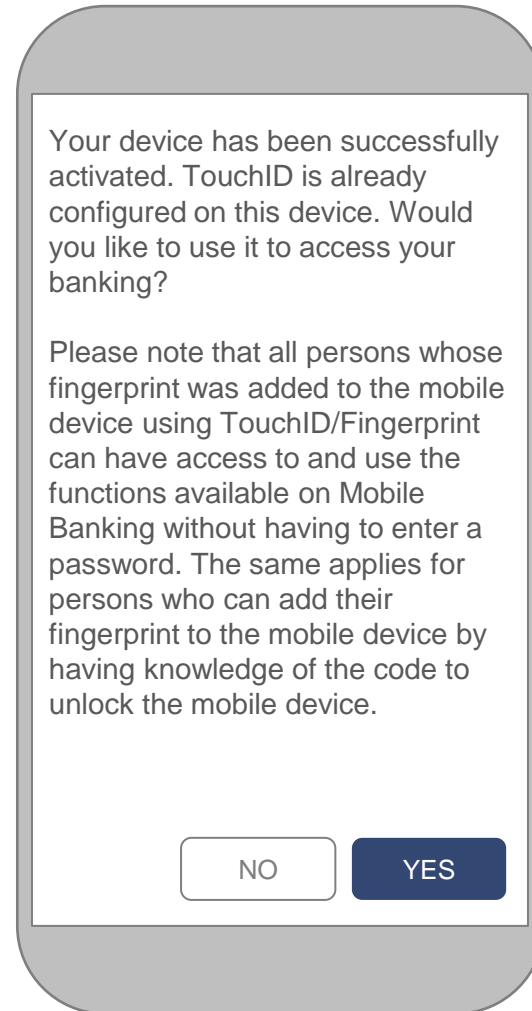


Step 7: Define a new PIN code for the Mobile Banking app. You need to re-enter and confirm it.



The PIN typically is a 6-digit code you choose yourself

Step 8: The activation confirmation screen is shown. If you like to enable TouchID click «Yes»



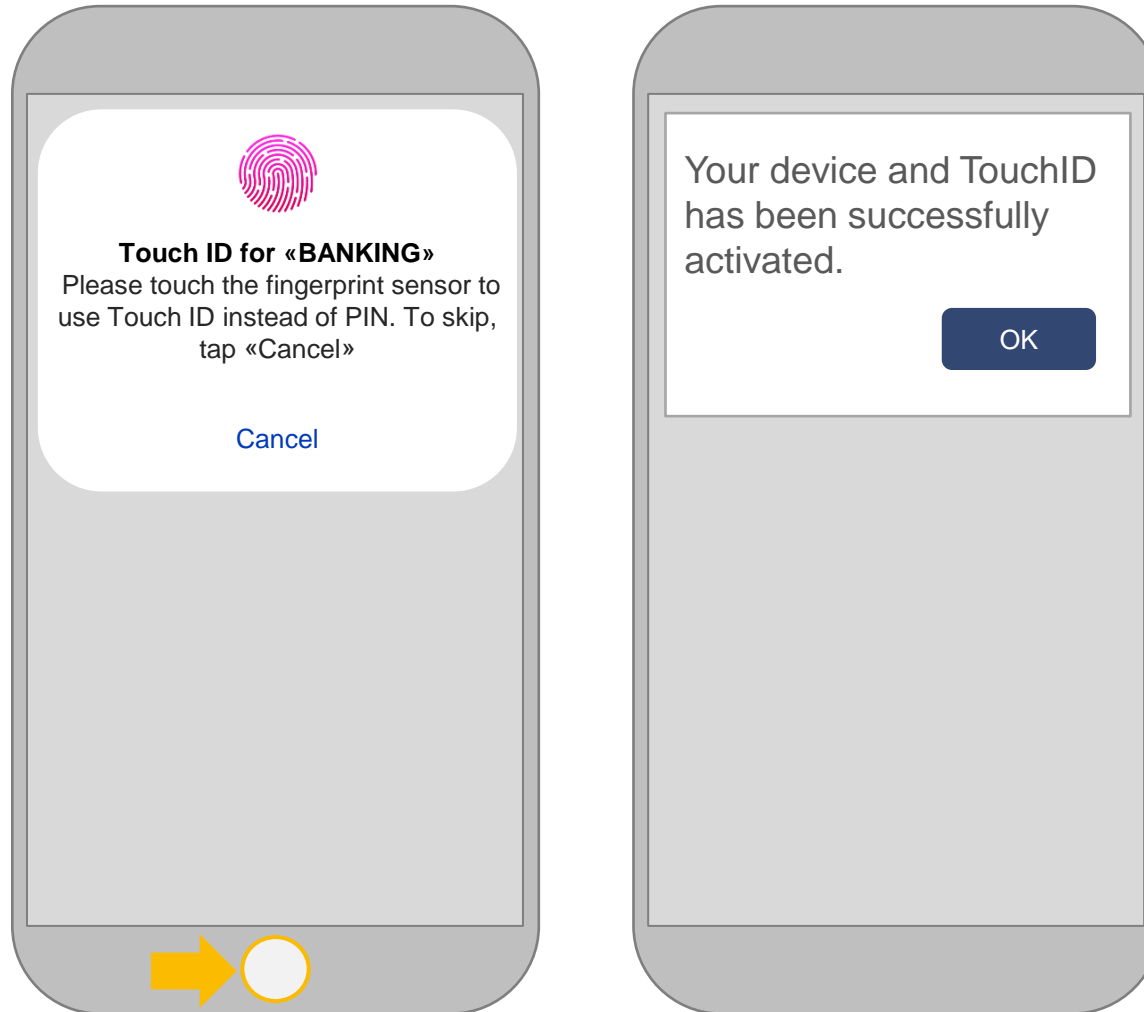
Your device has been successfully activated. TouchID is already configured on this device. Would you like to use it to access your banking?

Please note that all persons whose fingerprint was added to the mobile device using TouchID/Fingerprint can have access to and use the functions available on Mobile Banking without having to enter a password. The same applies for persons who can add their fingerprint to the mobile device by having knowledge of the code to unlock the mobile device.

NO

YES

Step 9: Touch the fingerprint sensor on your device to use TouchID instead of PIN



You completed the process. Enjoy using our Mobile Banking app !

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