



B-Trust Mobile

Because security matters

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General information

1

What are the minimum requirements for the mobile device?

B-Trust Mobile can be installed on a device running on operating system:

- Android 8 or newer versions;
- iOS 13 or newer versions.

Make sure that your device meets the requirements of B-Trust Mobile by checking up its operating system in menu "Settings".

2

Can B-Trust Mobile be activated on more than one device?

No. You can activate the application only on one device – a smartphone or a tablet. This guarantees convenience, especially for users with more than one user profiles in Internet Banking.

3

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

No. B-Trust Mobile works only with smart phones and tablets with operating systems Android or iOS.

4

Do I need mobile internet to use B-Trust Mobile?

Yes. The application requires internet connection.

5

Is B-Trust Mobile secured?

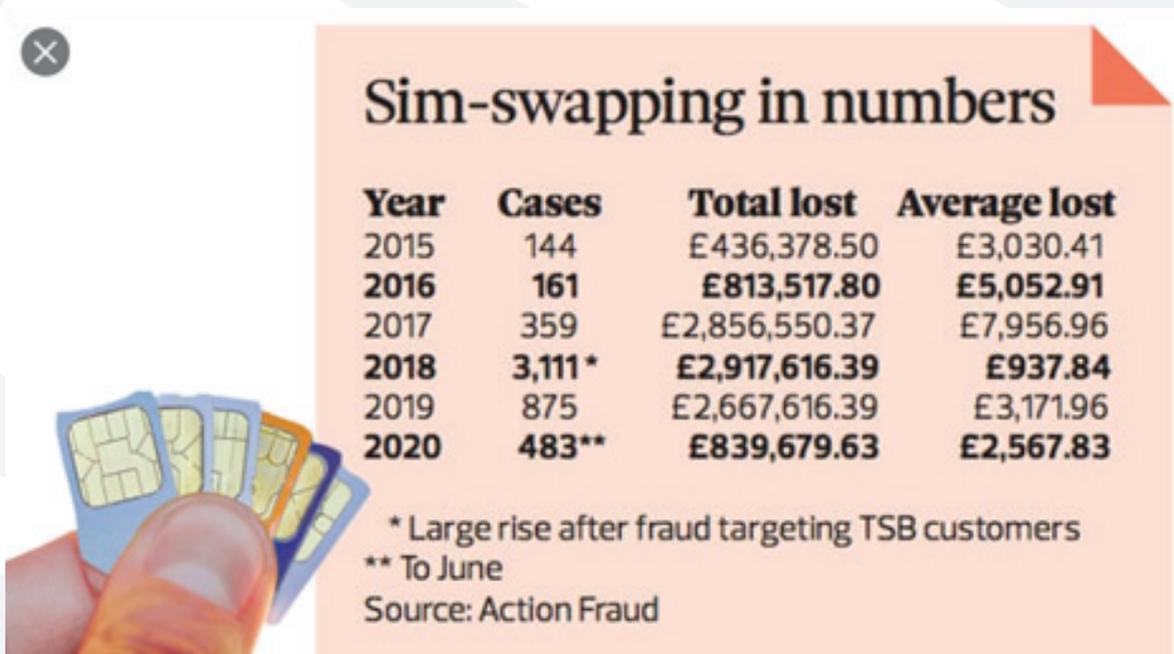
Yes. B-Trust Mobile accessed either via entering an individual password or via biometrical data. The application operates with modern methods for encryption of the information, exchanged between the client and the Bank. The client confirms the transaction via a second, independent channel, as the notifications generated in the application are related specific transaction and are valid only for it.

B-Trust Mobile provides high level of payment security and meets completely the regulatory requirements.

Advantages of B-Trust Mobile compared to SMS TANs:

-  No difficulties with receiving the sms (especially in case of roaming).
-  Additional security – the application is accessed via individual password or biometrics.
-  No delay in receiving the SMS.
-  Significantly reduces the risk from SIM swap*.

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



Functional questions

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

Yes. When B-Trust Mobile is downloaded and installed for one of your accounts, the same will automatically apply for the others. Thus, you will be able to sign your payments using only one device.

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Can user of several clients use more than one application?

No. One user can have only one B-Trust Mobile to confirm payments in all user profiles in ProB@nking (in case more than one exist) and online payments with cards.

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What is B-Trust Mobile used for?

- Log-in the system of Internet banking;
- Signing transfers and documents, which require additional confirmation.

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Can I confirm more than one transfer via B-Trust Mobile?

Yes. You need to mark in ProB@nking all the documents you would like to confirm.

In the application you will receive a notification with 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 B-Trust Mobile?

First, you need to uninstall the application. Then, you should follow again the process for initial registration.

11

I don't receive notifications in B-Trust Mobile. What should I do?

You should wait for a few seconds. The Internet banking system will allow you to request 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 password or If I block B-Trust Mobile by inserting wrong password?

You should call us at 0700 1 70 70 or visit a branch of the Bank for deactivation of your B-Trust Mobile.

For subsequent activation of the application, you need to go through the process of initial registration. In the request to the Bank, you need to provide current mobile number, where activation code for the registration to be received.

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

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What should I do If I lost my smart device?

You should call us at 0700 1 70 70 or visit a branch of the Bank for deactivation of your B-Trust Mobile.

For subsequent activation of the application, you need to go through the process of initial registration.

In the request to the Bank, you need to provide current mobile number, where activation code for the registration to be received.

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

The change to a new device requires confirmation through the B-Trust Mobile application installed on the old device.

Log in to ProB@nking and choose "My Profile" - "Change B-Token device". Start the registration on the new device (button "Sign and send") by confirming through the B-Trust Mobile application installed on your old device. Install the B-Trust Mobile application on your new smart device. Complete the registration and start using your new device.

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