

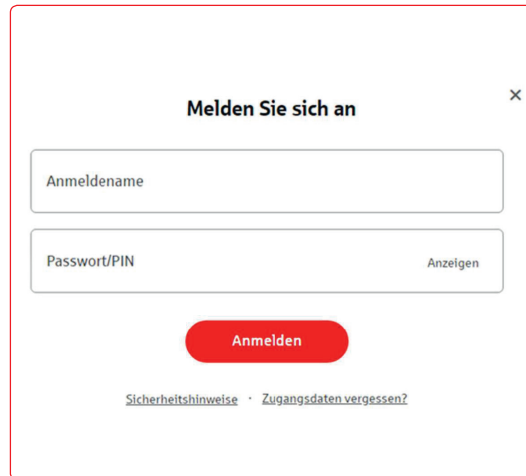


Carry out the following steps to

- change your Online-Banking-PIN
- request a new PIN per chipTAN, pushTAN or mail

1

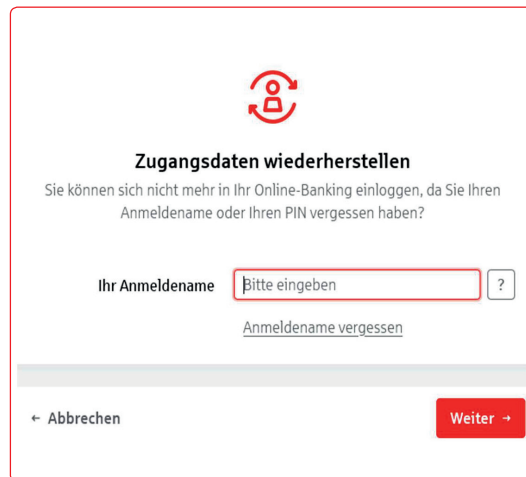
Choose on our homepage  
the button  
**Zugangsdaten vergessen**  
(Forgotten Login-Data)



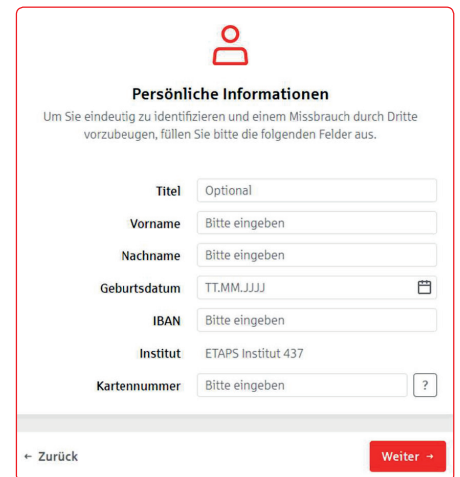
The screenshot shows a login form with the title "Melden Sie sich an" and a close button (X). It contains two input fields: "Anmeldename" and "Passwort/PIN" with an "Anzeigen" (show) button. Below the fields is a red "Anmelden" button. At the bottom, there are links for "Sicherheitshinweise" and "Zugangsdaten vergessen?".

2

Choose  
**Zugangsdaten  
wiederherstellen**  
(Restore Login-Data) and  
enter your personal data.



The screenshot shows the "Zugangsdaten wiederherstellen" page with a circular refresh icon. The text asks if the user can no longer log in because they forgot their login name or PIN. There is an input field for "Ihr Anmeldename" with a placeholder "Bitte eingeben" and a help icon (?). Below it is a link "Anmeldename vergessen". At the bottom, there are "Abbrechen" and "Weiter" buttons.

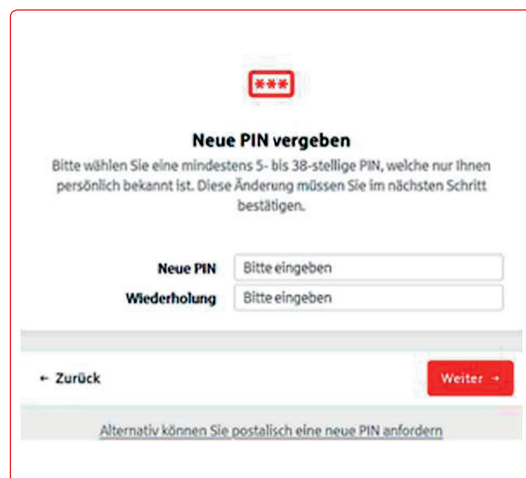


The screenshot shows the "Persönliche Informationen" page with a person icon. The text asks for personal information to identify the user and prevent misuse. The form includes fields for: "Titel" (Optional), "Vorname" (Bitte eingeben), "Nachname" (Bitte eingeben), "Geburtsdatum" (TT.MM.JJJJ), "IBAN" (Bitte eingeben), "Institut" (ETAPS Institut 437), and "Kartenummer" (Bitte eingeben). There are "Zurück" and "Weiter" buttons at the bottom.

3

Change your PIN or request  
a new PIN. You can unlock  
your new PIN with chipTAN  
or pushTAN.

*Alternatively you can order  
a new PIN via mail.*



The screenshot shows the "Neue PIN vergeben" page with a PIN icon. The text asks the user to choose a new 5- to 38-digit PIN. There are two input fields: "Neue PIN" and "Wiederholung" (repetition), both with a placeholder "Bitte eingeben". At the bottom, there are "Zurück" and "Weiter" buttons. A link at the bottom says "Alternativ können Sie postalisch eine neue PIN anfordern".

**You need further support?**

**KundenServiceCenter 06031 86 9444**

**WhatsApp 06031 86 9444**

**Sperr-Notruf 116 116**

**www.sparkasse-oberhessen.de**