

Reactivating online banking yourself

Have you accidentally deactivated your online banking service? Click on the link www.sparkasse-duisburg.de/entsperren or scan the QR code.

Normally you can use your smartphone's camera function to scan the QR code.
If your smartphone is an older model you may need a special app.



→ Do you know your PIN?

If you know your PIN you can undo a temporary deactivation.

Scan the QR code or click on the above link. Enter your PIN twice. In the next step you will be asked to confirm the entry with a TAN.

Once you have done that you can access your online banking service as usual.

Please note that if you enter the wrong PIN in this process you have to go back to → **Have you forgotten your PIN.**



→ Have you forgotten your PIN?

– Scan the QR code or click on the above link. If you don't know your online banking PIN but you do know your login name, you can request a new start PIN.

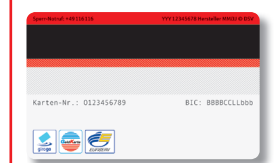
– In the next step you have to enter your first name(s), surname and date of birth as stated on your ID card or passport, your Sparkassen-Card number (debit card) and your login name (or the legitimization ID in your online banking contract).

– When you have submitted this data it has to be verified.

– In the next step, after verification of the data, you can select how you want the PIN sent to you: by text message, e-mail or letter. Please note that all three options may not always be available.

– If you have selected the letter option, you will receive your PIN in the post over the next few days. If you have selected text message or e-mail, the PIN will be sent to you directly. Then you can login to your online banking, where you will be requested to change your PIN.

You can find your Spar-kassen-Card number here



If the information you provided does not correspond to our data records, it will not be possible to issue a new PIN. In that case, please contact our Customer Service Centre at 0203 2815-9000.

Contact us if you have any questions.

Monday to Friday from 8 am to 8 pm

Our online banking hotline: **0203 2815-9000**

 **Sparkasse
Duisburg**