

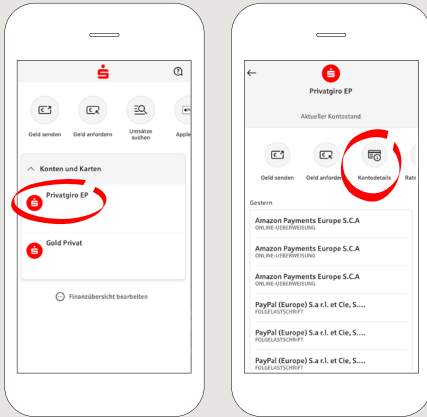
# Sparkasse app: Change verification process

www.mbs.de

Mittelbrandenburgische Sparkasse

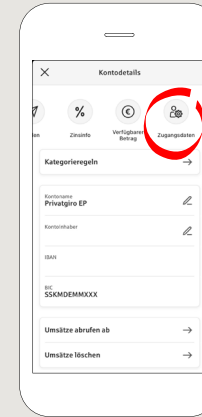
The following description applies to the operating system iOS. For other mobile operating systems, the procedure may differ slightly.

- 1** Start the Sparkasse app with a hint on the app symbol and enter your password. Select an account.

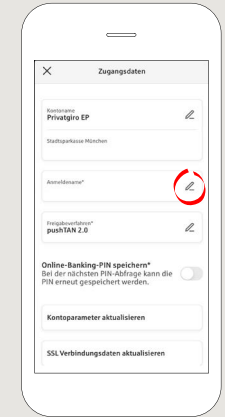


Then tap “Kontodetails”.

- 2** Select “Zugangsdaten“ at the top right.



- 3** Click on the pencil next to “Anmeldename“ to change the login name.

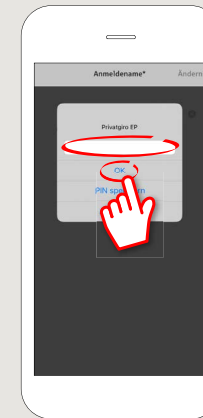


- 4** Select “Weiter“ and change the login name in the next step. Enter the login name for the new procedure that you received by letter from the Sparkasse.



Tap on “Ändern“.

- 4** Enter your PIN to confirm and tip „OK“. Your login name is now changed.



Tap the X in the upper left corner to get back to your Account details.



## DO YOU HAVE ANY QUESTIONS ABOUT THE SPARKASSE APP?

Central service call number: You can contact us under 0331 89 89 89 Mon – Fri from 8 am – 8 pm.

Further information is available at: [www.mbs.de](http://www.mbs.de)

## YOU CAN ALSO CONTACT US AT:

Direkt-Beratung  
text chat: [www.mbs.de](http://www.mbs.de)  
Available: Mon, Wed, Fri from 8 am – 4 pm  
Tue, Thu from 8 am – 6 pm

Online banking support for private customers  
Telephone: 0331 89 89 89  
Available: Mon – Fri from 8 am – 8 pm