

How do the limit change works in online banking

General:

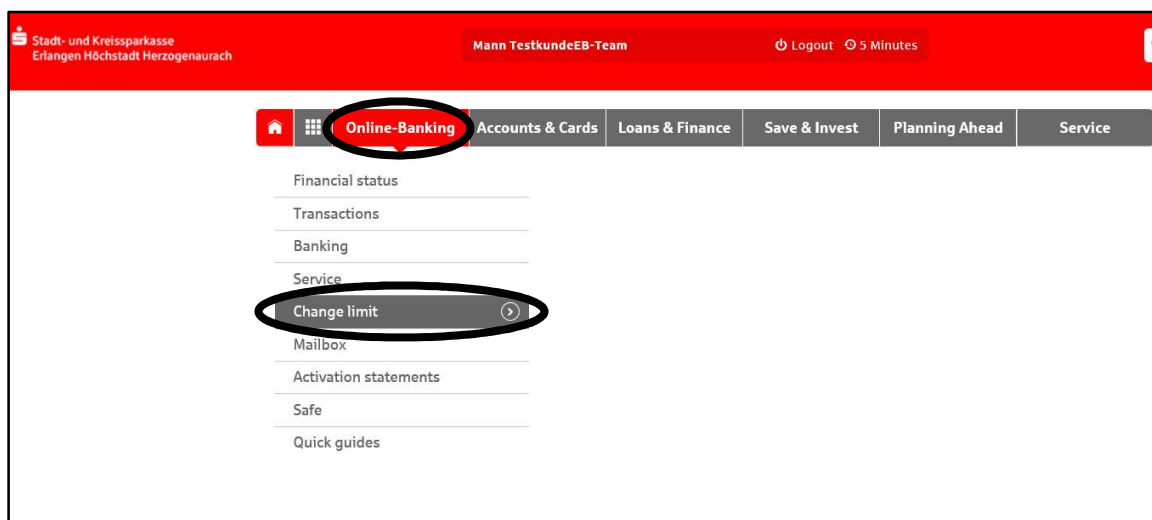
- The user can only extend the temporary limit for accounts where he is an account holder or co-account holder
- The limit can be reduced for all accounts (e.g. accounts of the Grandmother, accounts of the children) with a power of attorney

Procedure:

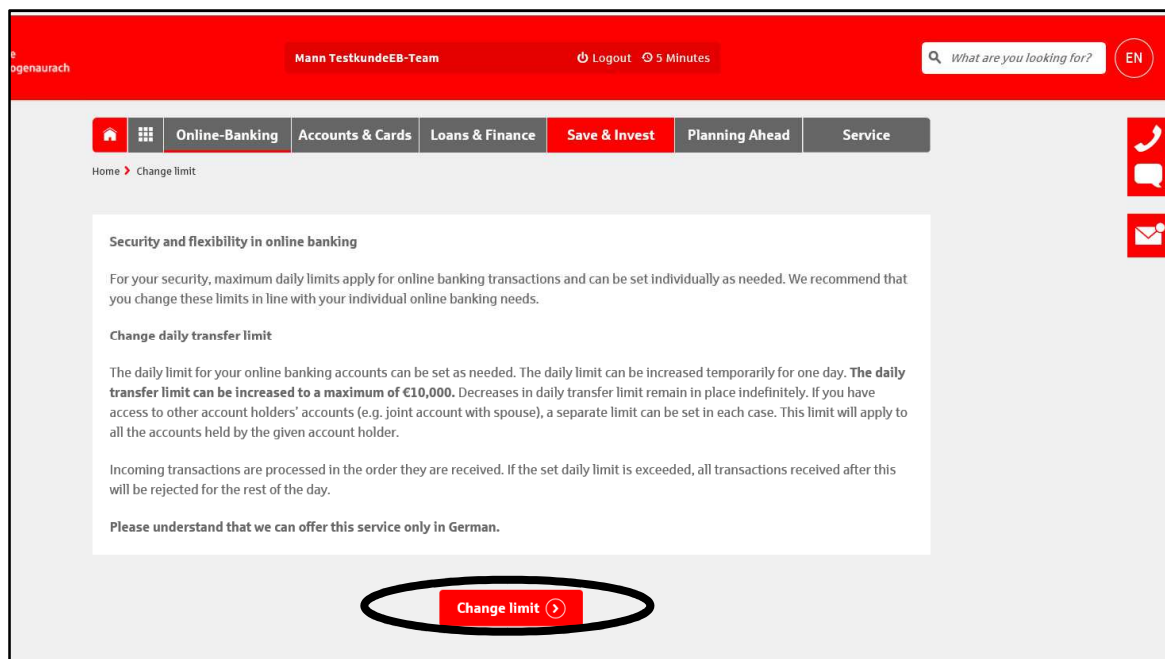
Step 1:

Log in with your access data as usual in online banking.

You can find the limit adjustment in the navigation under "Online banking" → "Change limit"



Next you will be shown the following text.



Click on the bottom "Change limit"

Step 2:

Collect all relevant data (Date of birth and data of the Sparkassen- or HBCI-/moneycard)
IMPORTANT: The corresponding card has issued on the online banking-user!

Sicherheitsabfrage

Zwischenspeichern

Ihre Angaben

Geburtsdatum

Kartennummer
Möglich sind Sparkassen-Cards (Debitkarten) und HBCI- oder Geldkarten.

Bitte eingeben

Sicherheitsabfrage
Zur Überprüfung Ihrer Identität geben Sie bitte beide Sicherheitskriterien ein.

Abbrechen

Weiter

If there are more than one account, you have to choose the one you want to change.

Kontoauswahl

Zwischenspeichern

Mann TestkundeEB-Team

Limite

Freigeschaltete Konten

Business direkt	60073974
Business classic	60076988
Australische Dollar-Konto	355012619
Schweizer Franken-Konto	355013917
direkt GIRO	1060709539
SCash-Konto	1060895443
classic GIRO Mitarbeiter	1061059305
direkt GIRO	1061451855
Kreditkarte (MasterCard)	5490*****2581

Tante NeoTestkunde

Limite

Freigeschaltete Konten

Business direkt	60101231
direkt GIRO	1061035295

KundeZwei TestkundeKM

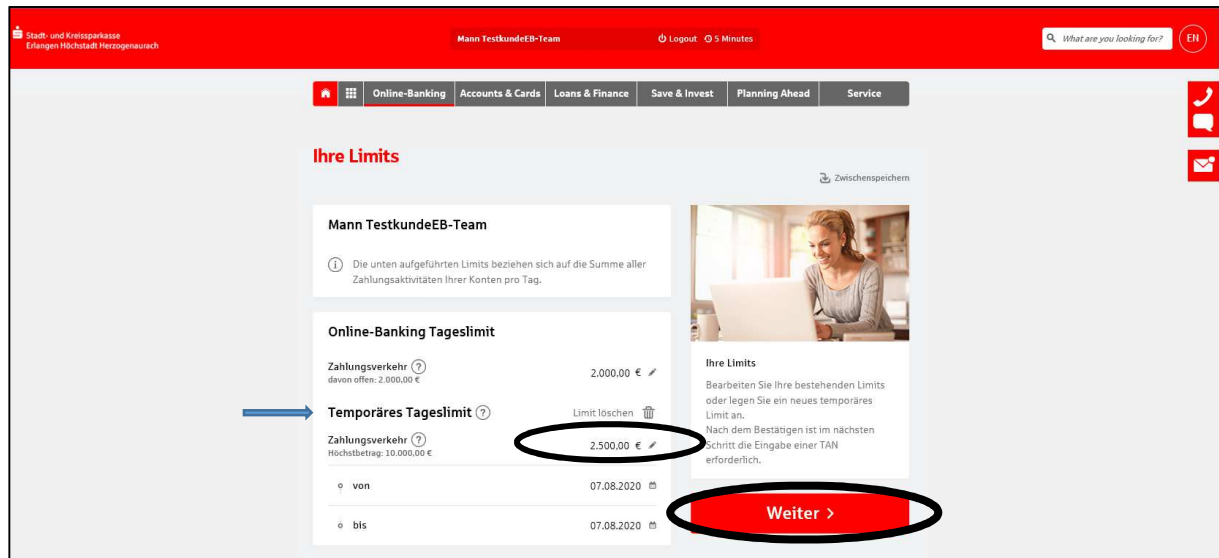
Limite

Freigeschaltete Konten

Beenden

Step 3:

Now there will be displayed an overview with the current limits.



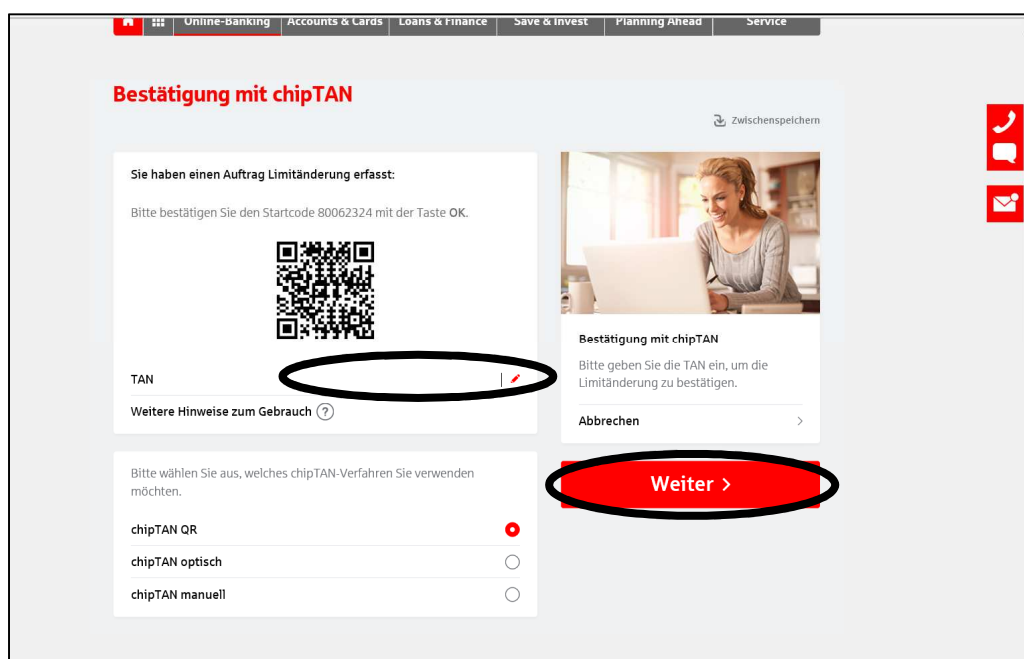
Enter the limit request in the respective mask. The temporary increase is only valid on the same day. It cannot be recorded a longer period.

Please note:

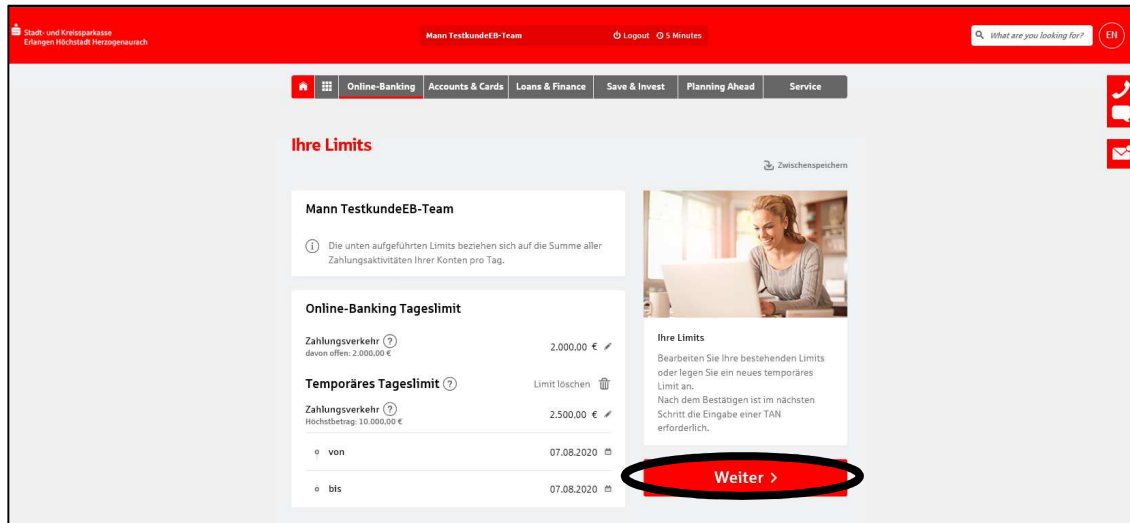
The temporary limit increase "beats" everyone else limit changes. I.e. the limit for one day has increased to 8000 EUR, but after that the standard limit has lowered to 1000 EUR, takes effect for one day the increased, temporary limit.

Step 4:

The TAN-request and the TAN-entry (as with a transfer) follows.



After entering the TAN, you get a confirmation and the change will taken place immediately. No further signature is required.



Finally you will have a look to the following mask, if the process has been successful.

