

## Customer information: VR SecureGO Login



With the SecureGo procedure, you receive a TAN in the VR SecureGo app on your smartphone or tablet to approve a transaction. For your security, each TAN is only valid for a specific transaction for a limited period and is transmitted in encrypted form. You can also use the VR SecureGo app to log in to online banking for the first time. The VR SecureGo app is bound to a VR NetKey and can only be used on one device. You can change devices at any time.

To log in, simply follow these instructions step by step:

### Step 1:

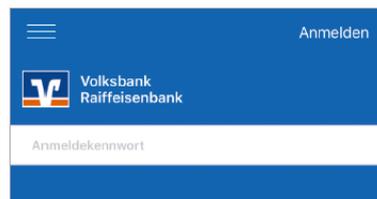
Visit your app store or scan one of the QR codes. Download the VR SecureGo app and install it on your smartphone or tablet.



### Step 2:

Open the app. Log in with your VR NetKey and your bank code (56061472)

Set a login password for the VR SecureGO app. You will need the password every time you log in to the VR SecureGO app in future.



### Step 3:

Register the app. Agree to the special conditions and tap on "Register app". This triggers the dispatch of an activation code by post. You will need the activation code to activate the VR SecureGO app.



**Step 4:**

As soon as you have received the activation code by post, log in to the VR SecureGO app with your password (from step 2) and tap on "Enter activation code".

Then enter the activation code manually or scan the QR code.

After successful activation, you will receive a message in the VR SecureGO app.

From this point onwards, you can use the VR SecureGO app to create TANs.



Do you have any questions or need support? Our telephone customer service team is at your disposal from Monday to Friday from 08:00 to 18:00!

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