

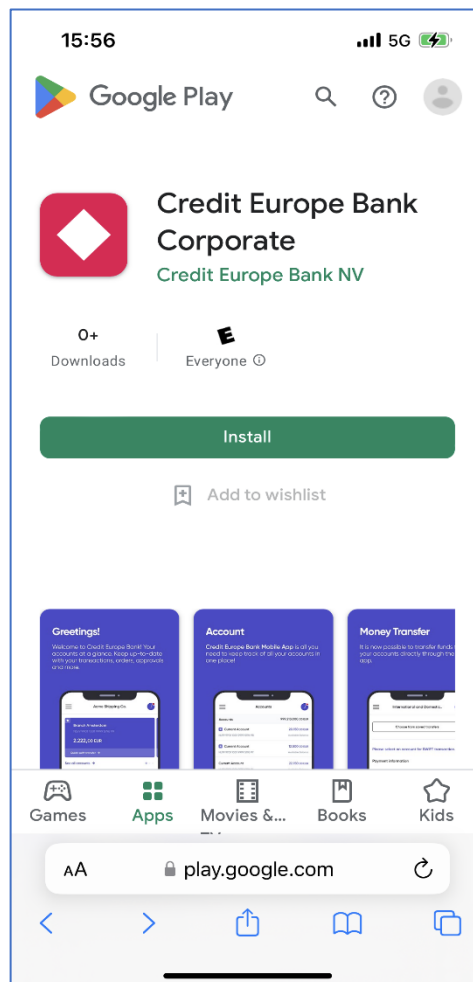


Downloading the Mobile App & Soft Token Activation

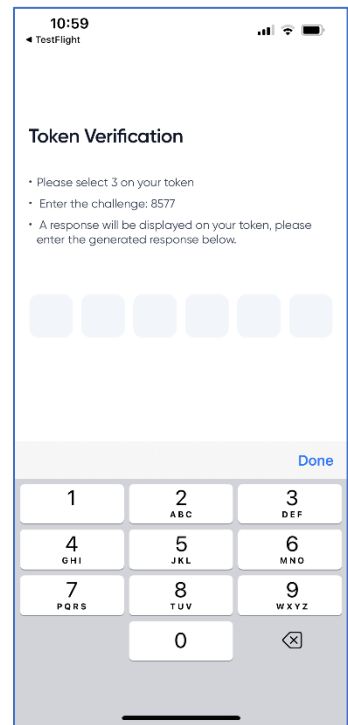
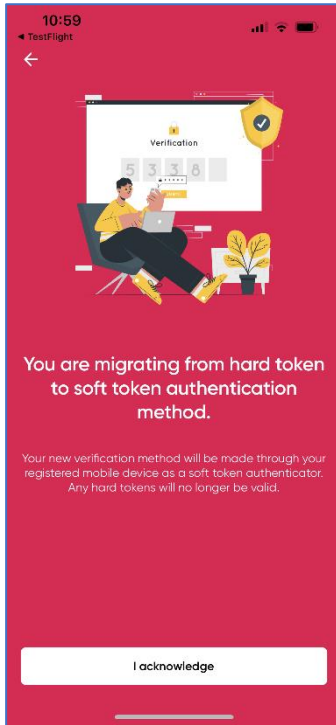
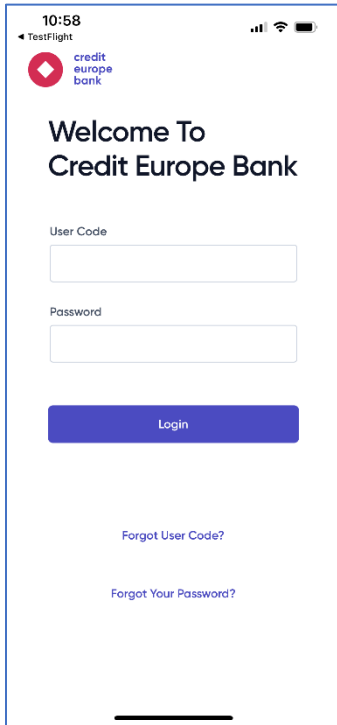
Dear Client,

As a valued client you have access to our Digital Banking Portal. To enhance our secured communication methods, we have decided to use soft token method as a means of authentication. This new access and authorization method will take effect after June 15th. Please note that the current method of authentication is still valid.

To activate your soft token, you will first need to download the CEB mobile app by searching "Credit Europe Bank Corporate" on the Apple Store or Google Play Store as shown in the image below.

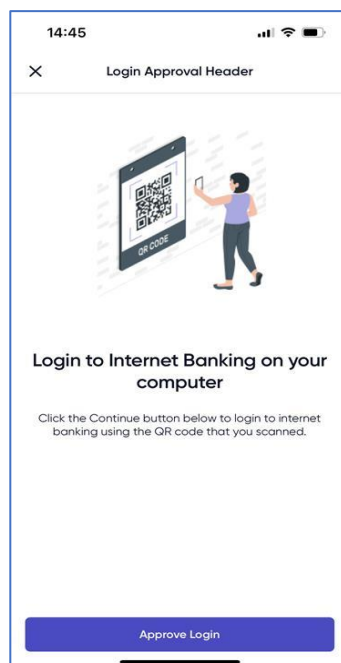
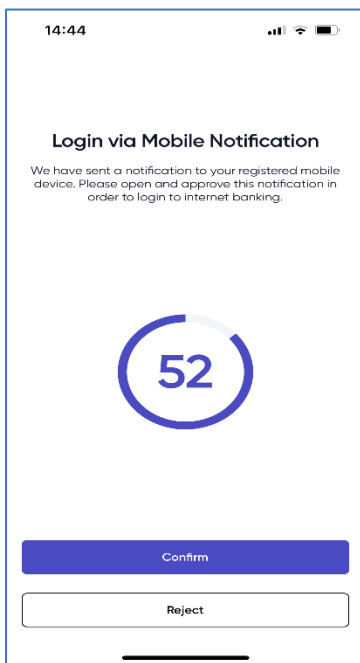


To login to your account, you can continue to use your current "User Code" and "Password" as usual. Once you have downloaded the app, follow the on-screen instructions to create and validate your account.

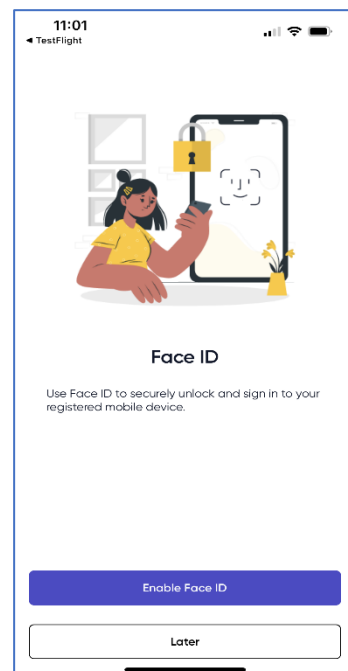
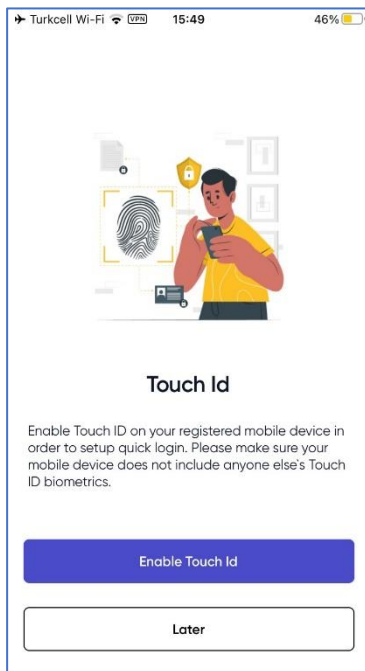


You will also be asked to verify your mobile number and email address. Once these steps have been completed, your mobile device will now be registered as your soft token authenticator.

During future logins, you'll be able to quickly login to your account via push notifications sent to your registered mobile device or make use of QR code verification to login to internet banking via web.



While setting up your registered mobile device, you will also have the option to enable TouchID and FaceID.



Need Further Assistance?

Contact our call center 24/7 at +31 (0)203121233 and we'll be glad to answer any questions you have.