TOKEN USER'S MANUAL

WHAT IS THE TOKEN AND WHAT IS IT USED FOR
The token is an electronic device like a small calculator about the size of a credit card, which will easily fit into your wallet. It is used to generate one-time pad (OTP) security codes for logging into the ČSOB Internetbanking 24 service and for signing transactions and other instructions sent to the bank.

SWITCHING ON THE TOKEN

- Hold the ◀ button and at the same time briefly press the 🔓 button;
  the display will show – „PIN"

The Token will switch off automatically after 30 seconds without activity or you can switch it off manually using the same procedure as for switching on.

CHANGING THE INITIAL PIN

The first time you switch on the Token it requests entry of the initial PIN (1111), which you must then change.
- Switch on the Token; the display will show "— PIN"
- Enter the initial PIN – 1111; the display will show "— NEW PIN"
- Enter your own PIN (4 digits); the display will show "— PIN CONF"
- Confirm your PIN by entering it again

After successfully setting the new PIN, the display will briefly show "NEW PIN CONF"

> **Tip:**
> ▶ When choosing your own PIN, bear in mind that the Token needs a PIN of exactly four digits, which cannot be a number sequence with the same difference between digits (e.g. "1111", "4321" or "2468"). In this case the display will show the message "NEW PIN NOT SAFE".

> **Note:**
> The Token will be blocked if an incorrect PIN is entered five times in a row. The number of incorrect PIN entries is shown on the display by means of text such as "PIN FAIL 2". A blocked Token can only be unblocked with the assistance of the telephone HELPDESK service for electronic banking. See the section Unblocking a Blocked Token.

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GENERATING AN AUTHENTICATION (LOGIN) CODE

The authentication code is an 8-figure number that is used when logging into the ČSOB Internetbanking 24 service.
- Switch on the Token; the display will show „— PIN"
- Enter the PIN (4 digits) that you set; the display will show „APPLI –"
- Press button 1

The display will show an 8-character authentication code that you copy into the login screen of the ČSOB Internetbanking 24 service.

Tips:
▶ When logging into the ČSOB Internetbanking 24 service, first enter the client identification number and PIN that you received when setting up the service.
▶ The authentication code is valid for a limited period, so only generate it when the ČSOB Internetbanking 24 service asks for it.
▶ For safety reasons the Token switches off automatically after 30 seconds' inactivity. If you need more time, e.g. in order to copy the authentication code into ČSOB Internetbanking 24, press button 1 at any time. The period until the Token switches off will then be extended by another 30 seconds.

GENERATING AN AUTHORISATION CODE/SIGNING TRANSACTIONS

The authorisation code is an 8-figure number that is used to confirm (electronically sign) of active operations carried out using the ČSOB Internetbanking 24 service. The authorisation code is generated from an input code shown on the "Active operation authorisation" screen in the ČSOB Internetbanking 24 service.
- Switch on the Token; the display will show „ — PIN"
- Enter the PIN (4 digits) that you set; the display will show „APPLI –"
- Press button 2; the display will show „- - - - - - - -"
- Enter the 10-figure input code shown in ČSOB Internetbanking 24

After entering the last (tenth) figure, the Token display will automatically show you the 8-figure authorisation code, which you must copy into the „authorisation code" field in ČSOB Internetbanking 24.

CHANGING YOUR OWN PIN FOR THE TOKEN

You can change the PIN you use to access the Token at any time.
- Switch on the Token; the display will show „— PIN"
- Enter your current PIN (4 digits)
- Hold down the ◀ button for more than 2 seconds; the display will show „NEW PIN"
- Enter your new 4-figure PIN; the display will show „— PIN CONF"
- Confirm your new PIN by entering it again

After successfully setting the new PIN, the display will briefly show „NEW PIN CONF"

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UNBLOCKING A BLOCKED TOKEN

The Token will be blocked if an incorrect PIN is entered five times in a row. The number of incorrect PIN entries is shown on the display by a text such as "PIN FAIL 2". After the an incorrect PIN is entered for the fifth time, the display will show "LOCK PIN" and a 7-figure unblocking code, that will be required for unblocking the Token.

A blocked Token can be unblocked by calling the telephone HELPDESK service for electronic banking on number 0850 111 777
- Have your blocked Token ready
- Call the electronic banking HELPDESK service by phone
- In the automatic voice system chose option 6 – Token unblocking
- The automatic voice system will ask you to enter your client identification number and PIN (the same information that you use to access ČSOB Internetbanking 24)
- After successful authentication you will automatically be connected to an operator who will take you through the procedure for unblocking your Token

Note:
For security reasons, a Token can only be unblocked 3 times in its life. When a Token is blocked irreversibly on the fourth blocking, it is necessary to apply for a new Token at a branch in person.
A fee is charged for issuing a new Token to replace one that is irreversibly blocked or lost; the current fees can be found in the pricelist available from any branch of the bank or the official website www.csob.sk

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