FAQ eBANKING

CONNECTION

FIRST LOGIN ON MOBILE PHONE

1 **Download the "eBanking SG Luxembourg" application, available on Apple Store and Google Play.**

2 **Fill in the following fields :**
- User ID (sent by post)
- First login password (sent by e-mail)
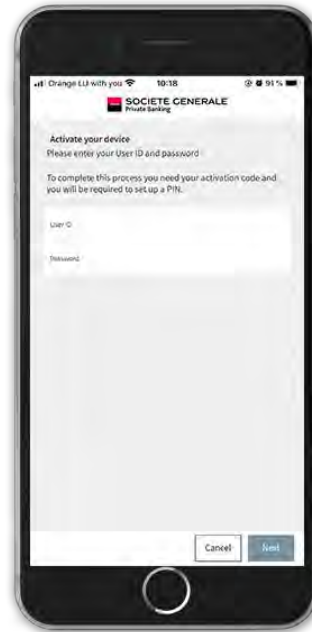
3 **Choose a name for your device and press "Next".**
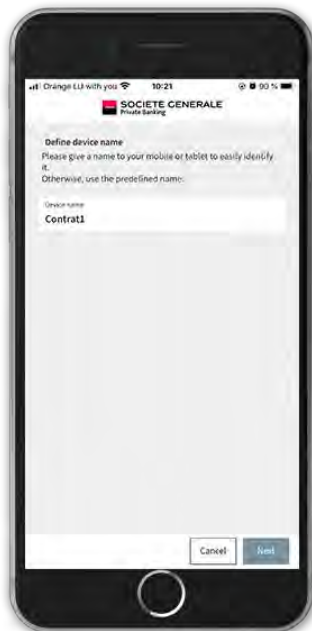
4 **Fill in the activation code (sent by post) and press "OK".**

5 Set a 6-digit PIN code and press "OK".

6 Confirm your 6-digit PIN code and press "OK".

7 Depending on your mobile phone, you can also opt for fingerprint or facial recognition. If you prefer recognition by PIN code only, press "No".

8 Your eBanking account is active, press "OK".

FIRST CONNECTION ON COMPUTER / TABLET

1 **Log on to https://ebanking.privatebanking.societegenerale.lu/ and fill in the fields with your User ID (sent by post) and your first login password (sent by e-mail).**
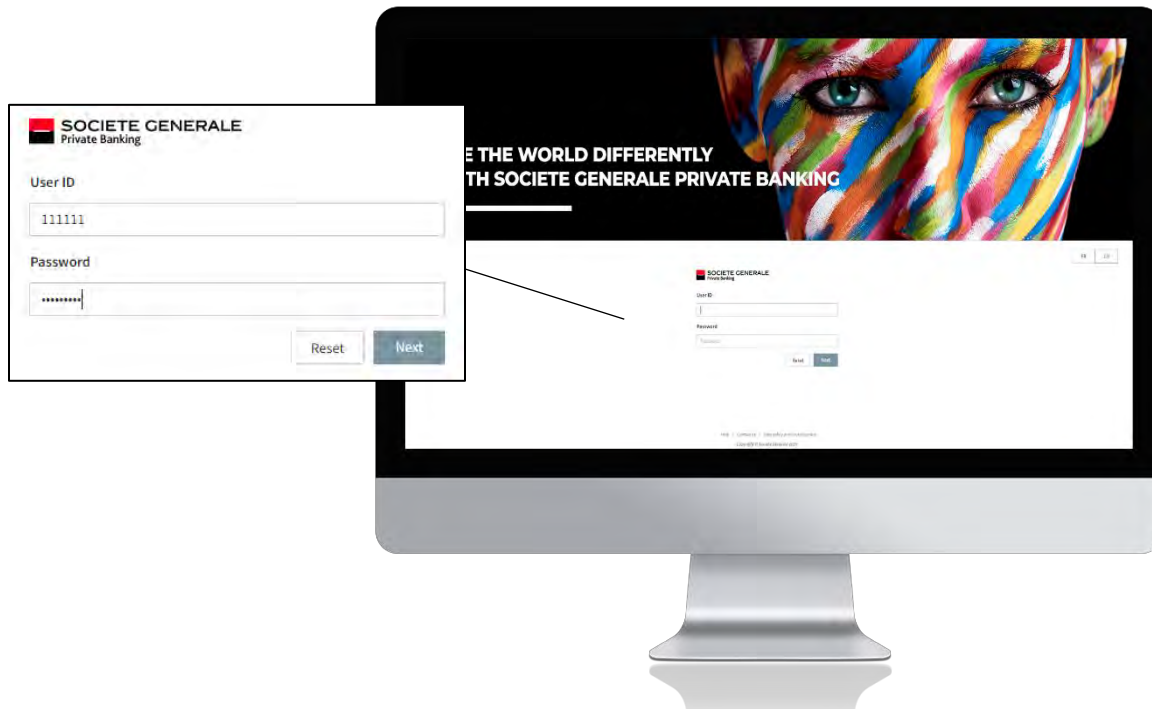
2 **Change your password; it must consist of 8 to 15 characters including at least one number, one upper and one lower case letter. Special characters and accents are not accepted. Confirm it, and click "Next".**
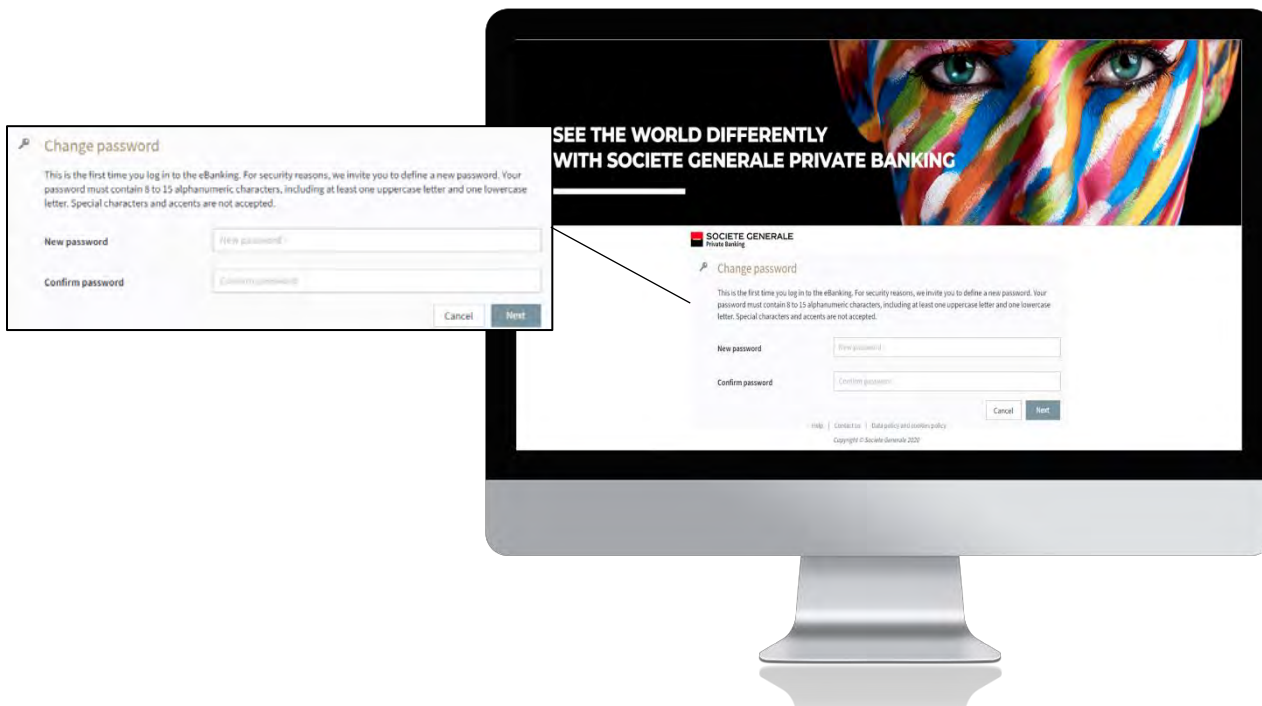
3 To finalize the activation of your eBanking account, we invite you to download the "eBanking SG Luxembourg" application available on Apple Store and Google Play. You can also find the application by scanning the QR code. Open the application on your device and click on "Login".
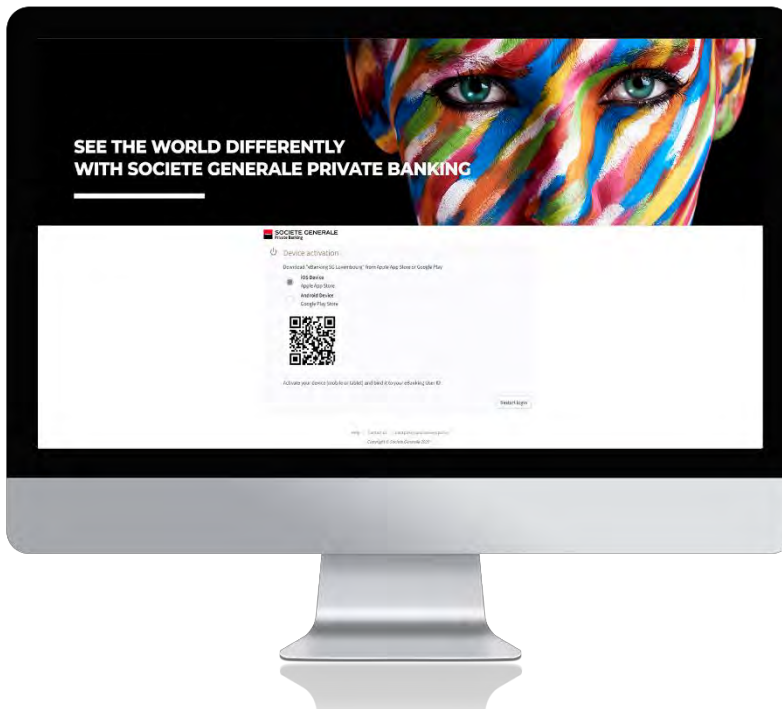
4 Fill in the fields :
- User ID (sent by post)
- New password (defined in step 2)

5 Choose a name for your device and press "Next".
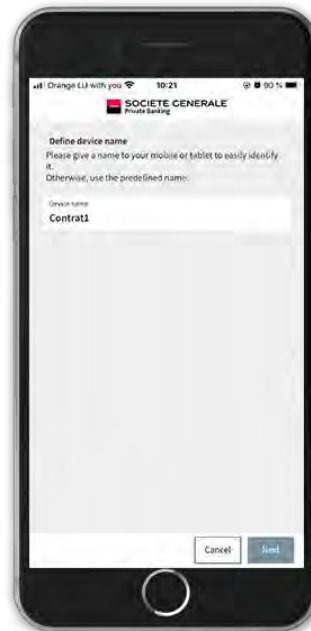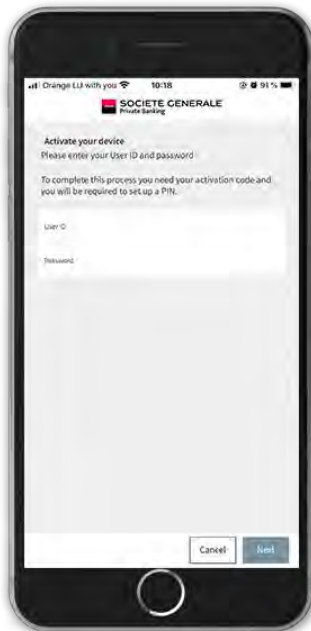
6 Fill in the activation code (sent by e-mail) and press "OK".

7 Allow the receipt of notifications. Refusal will prevent receipt of the login code required for each connection.
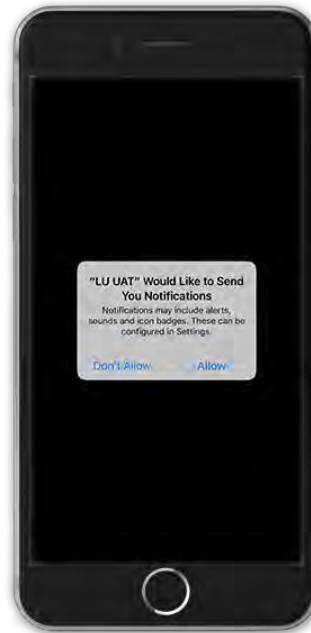
8 Set a 6-digit PIN code and press "OK".

9 Confirm your 6-digit PIN code and press "OK".

10 Depending on your mobile phone, you can also opt for fingerprint or facial recognition. If you prefer recognition by PIN code only, press cancel.
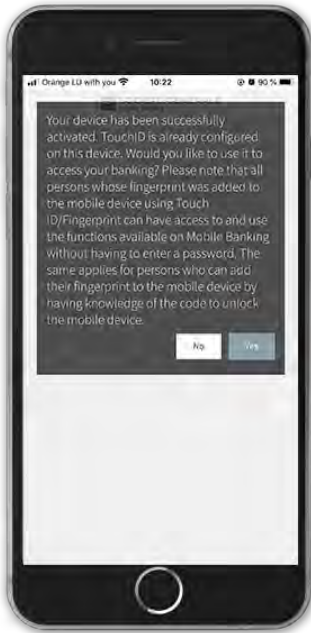

11 Your eBanking account is active, press "OK".

12 A connection code is generated on the mobile application.
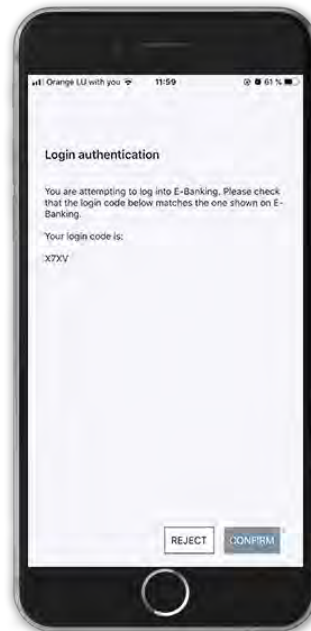
13   **Check on your computer / tablet that the codes are identical and confirm the access via your mobile.**
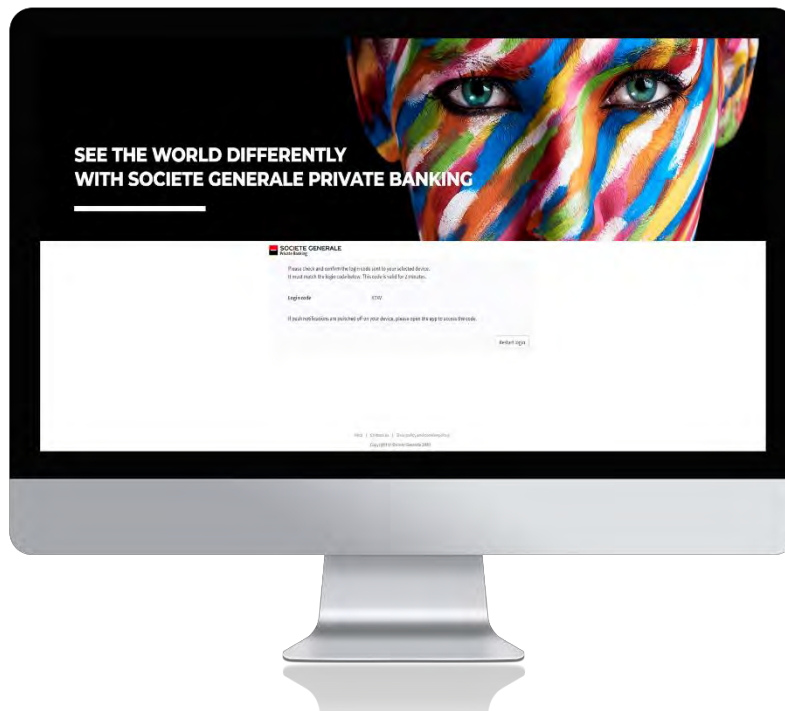
MOBILE CONNECTION

1 Open the "eBanking SG Luxembourg" application on your mobile phone and press "Connect".

2 If you have more than one User ID linked to your mobile, select the one you want to view and press "Next".

3 If you have set up facial or fingerprint recognition, place your finger on the fingerprint sensor or your face on camera to confirm the connection to your space. Otherwise, please enter your PIN code and confirm by pressing "OK".

4 A welcome message appears, inviting you to read and accept the "General Terms and Conditions" and the "Private eBanking Specific Terms and Conditions". Click on "Next" to access your personal area.

5 You are now connected to your personal eBanking.

COMPUTER / TABLET CONNECTION

1 Login to https://ebanking.privatebanking.societegenerale.lu/ and fill in the fields with your User ID and password, then click "Next".

2.1 If more than one device is linked to your User ID, select the one you wish to connect to. If you only have one device, go directly to step 2.2.

2.2 If you only have one device linked, simply check that the connection codes are the same and then press "Confirm" on your mobile.

3 A welcome message appears, inviting you to read and accept the "General Terms and Conditions" and the "Private eBanking Specific Terms and Conditions". Click on "Next" to access your personal eBanking.
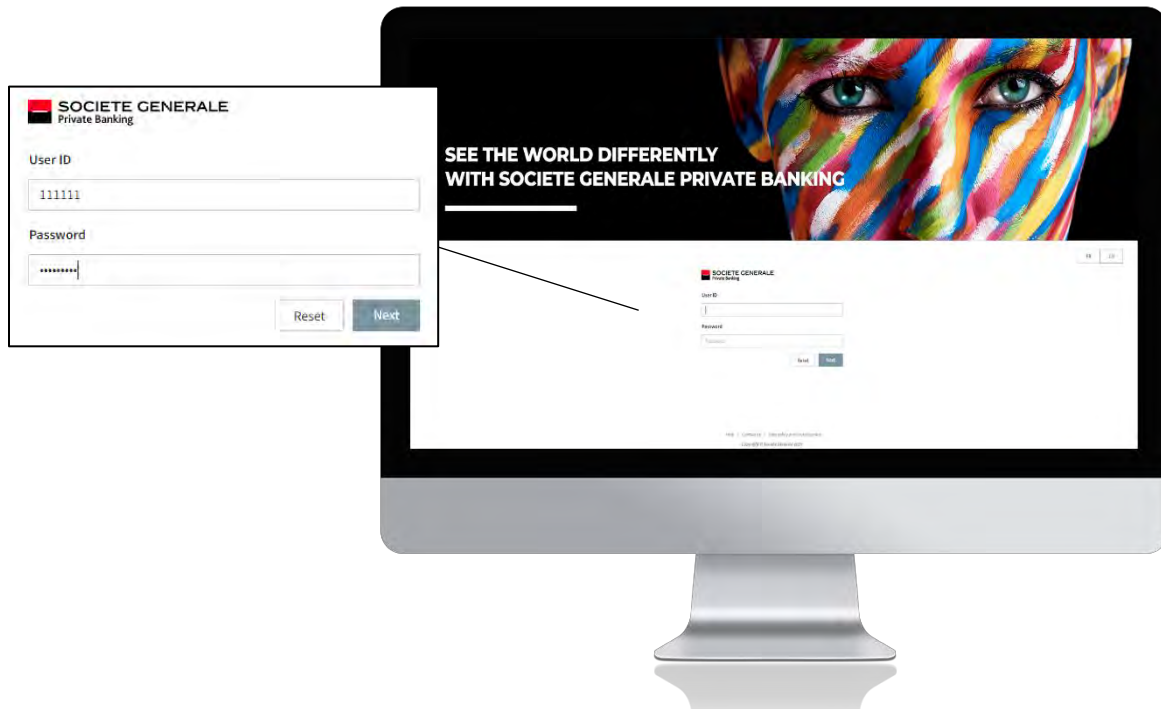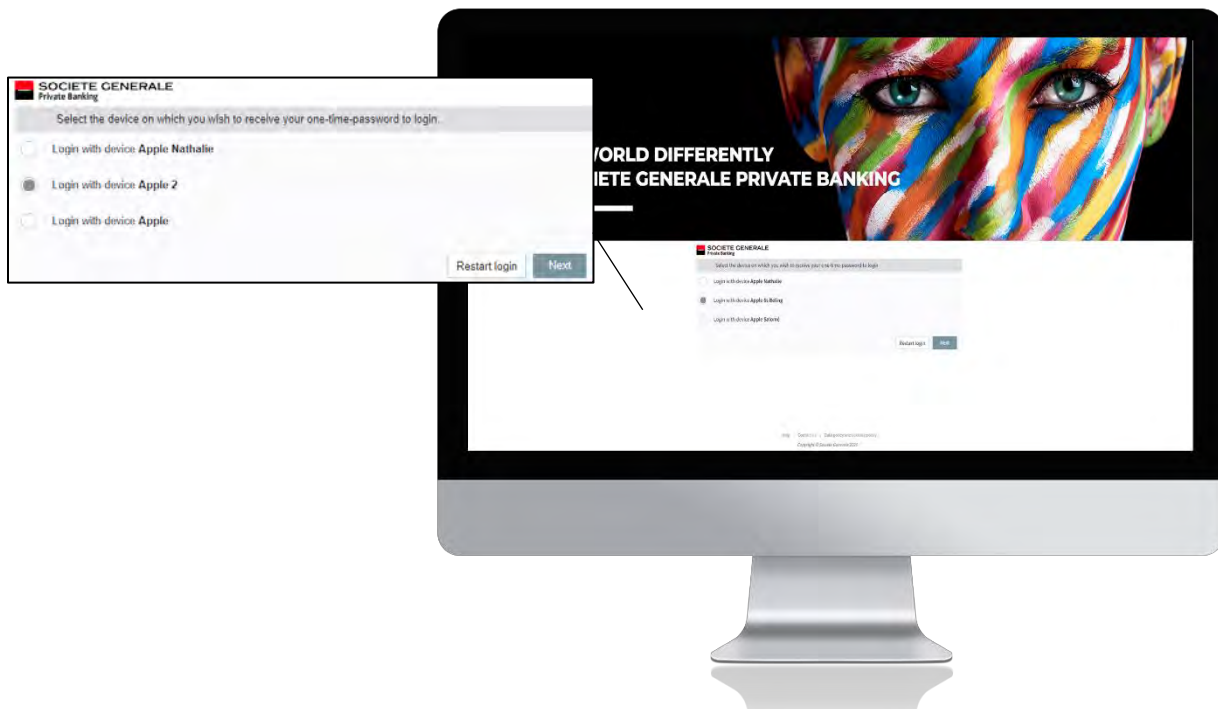
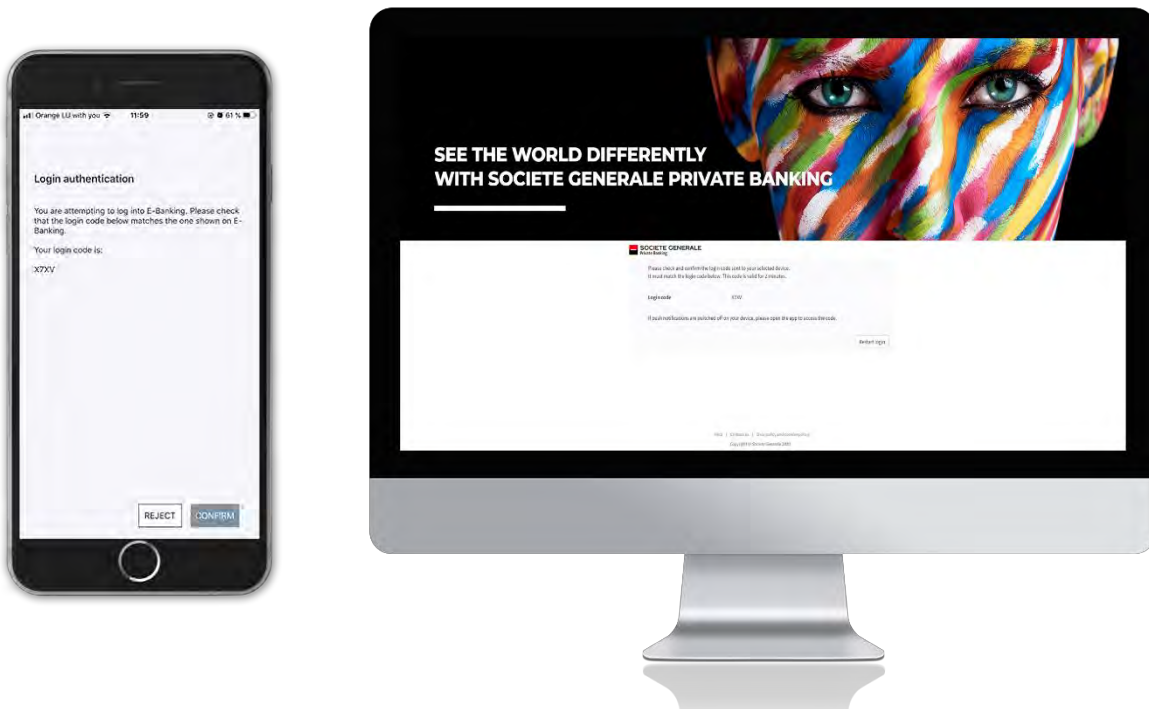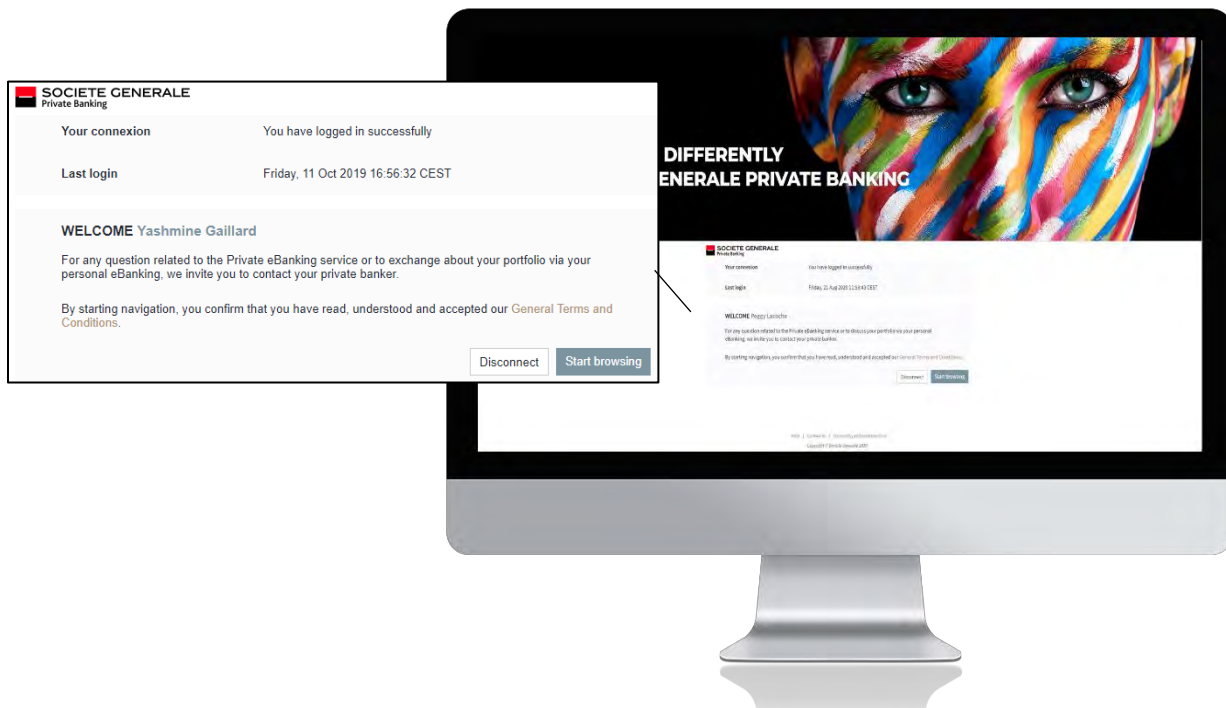**4** **You are now connected to your personal eBanking.**
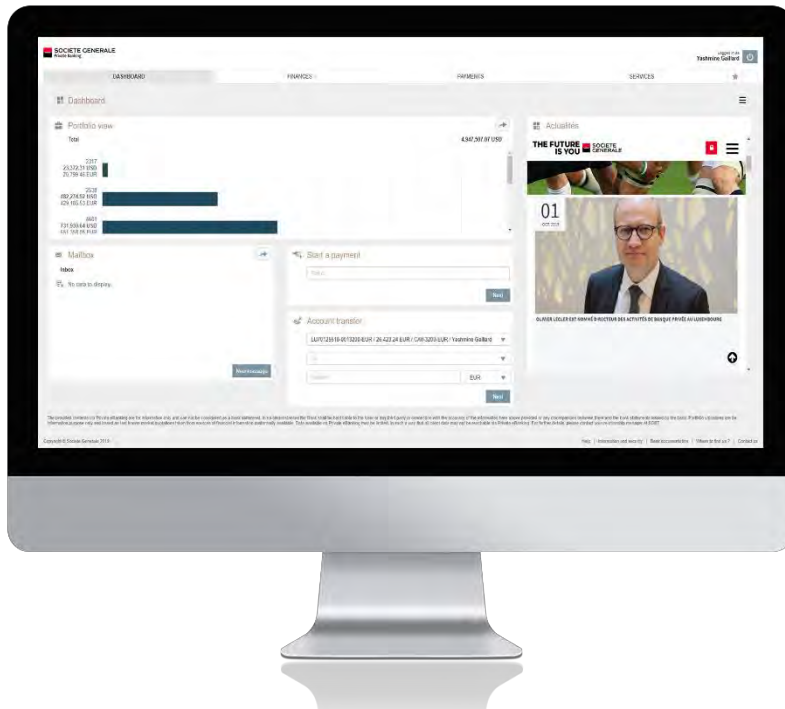
MOBILE PHONE LOGOUT

1   **Press the menu** ☰ **at the top right.**
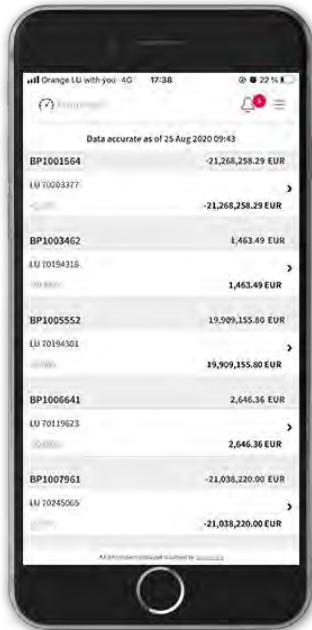
2   **Press the "LOGOUT" tab.**

3   **A logoff confirmation message appears. Press "Close" to return to the application's home screen.**

COMPUTER / TABLET LOGOUT

1 In your personal eBanking, click on the button ⏻ at the top right of your screen.

2 A logoff confirmation message appears.
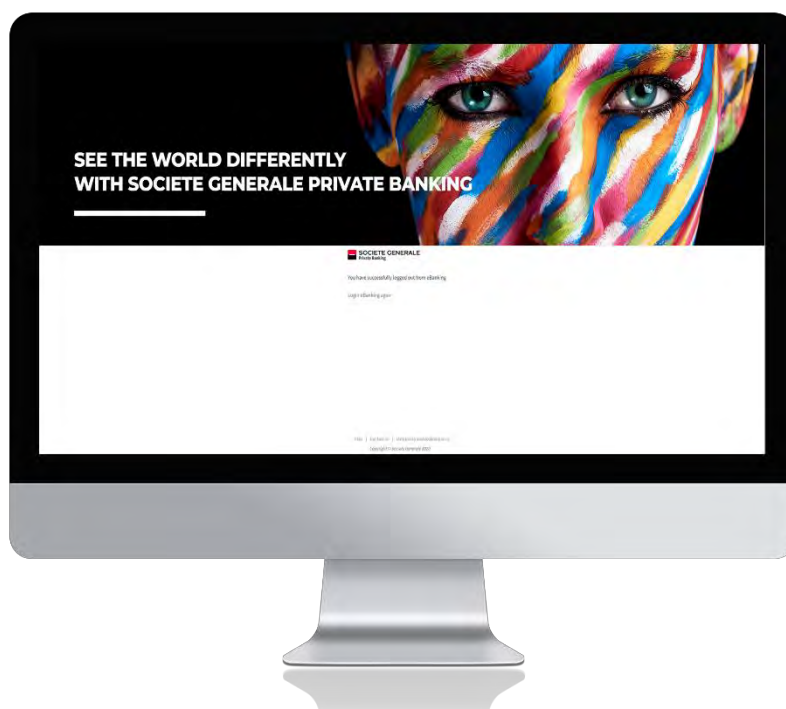
CHANGE THE PASSWORD (ONLY ON COMPUTER)

1 **Go to the "Services" tab and select "Access options" under the "Settings" menu.**
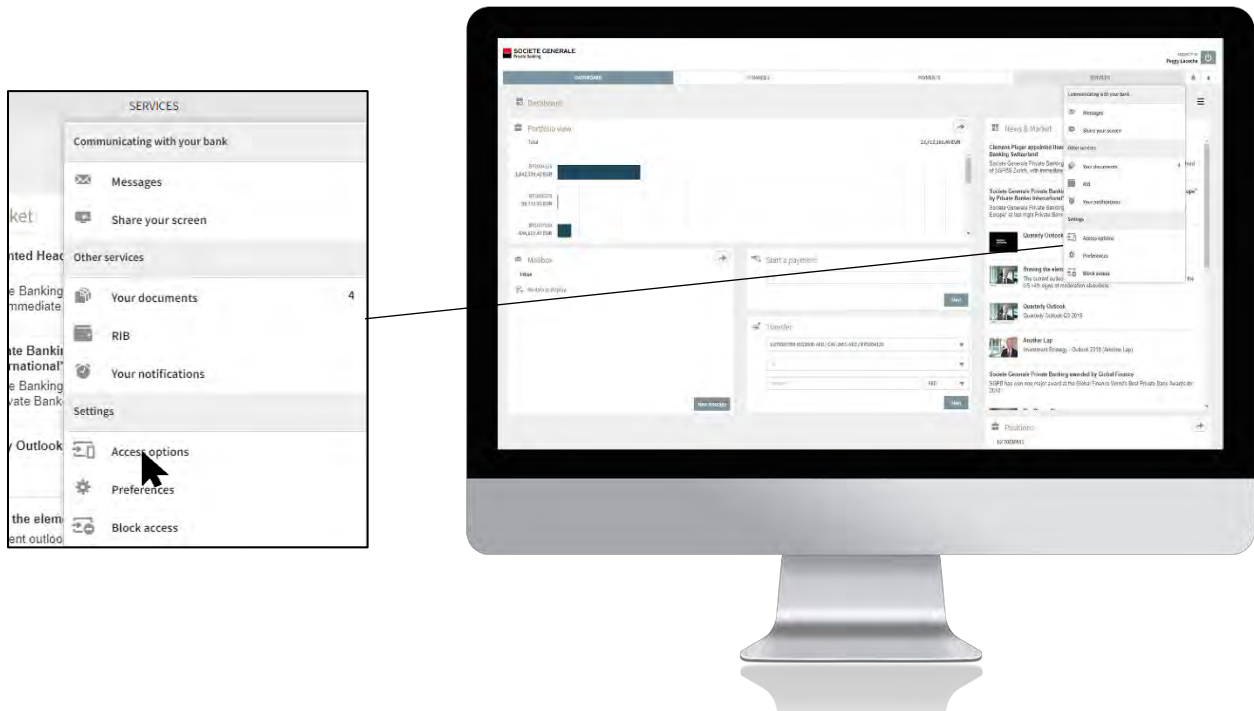
2 **Click on "Change password", fill in the various free fields and click on "Change".**

3   **A confirmation message appears, click "OK".**

Password updated

Your password has been changed successfully.
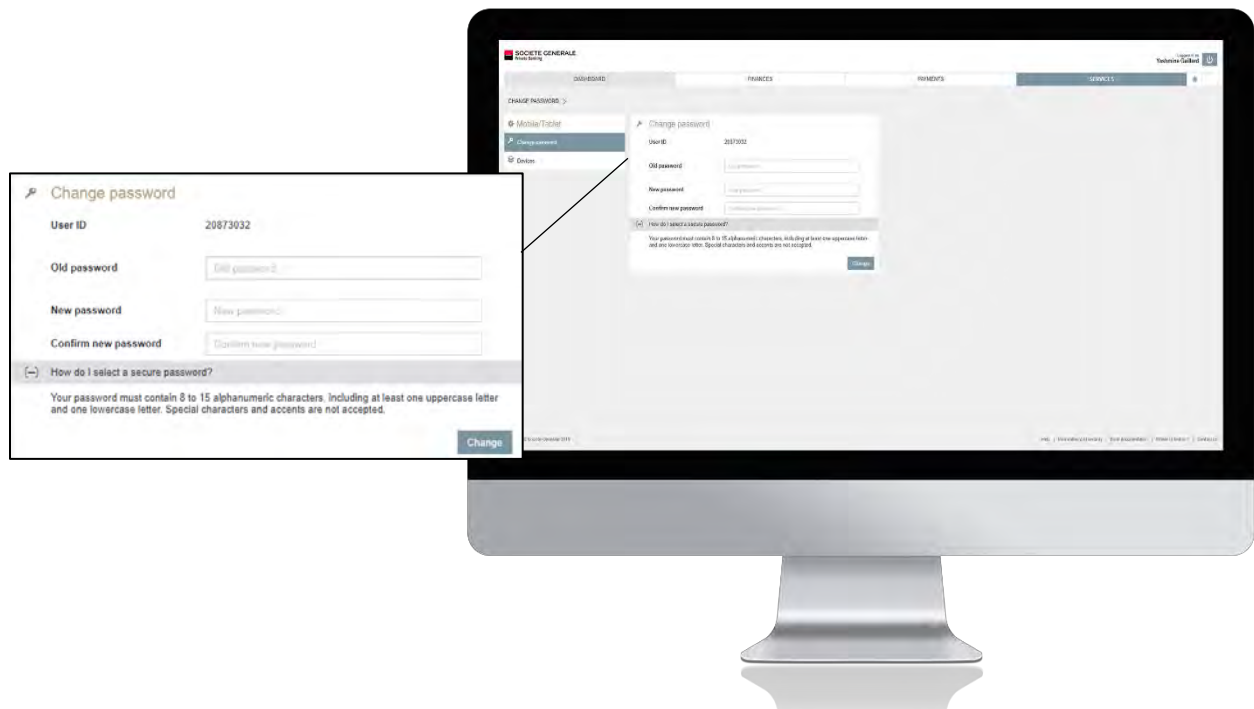
OK

ADD A DEVICE TO A USER ID

1   **Connect to your personal eBanking via a computer (see page 12).**
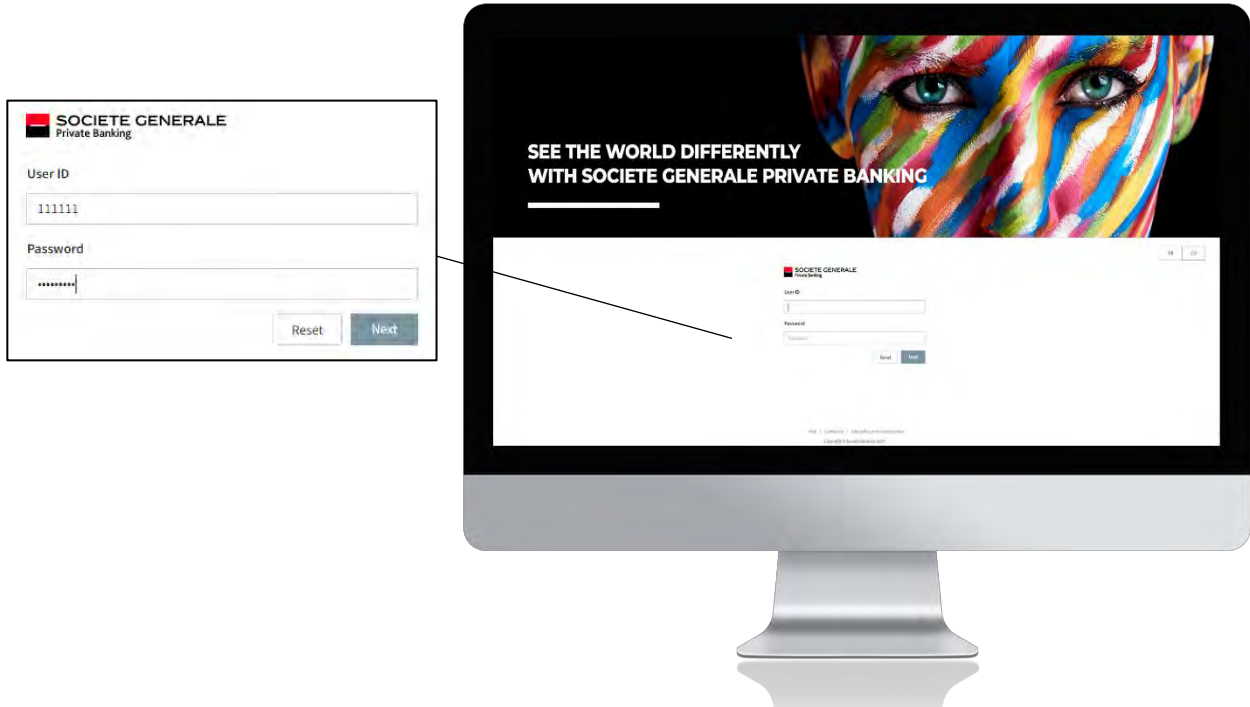
2   **Go to the "Services" tab and select "Manage devices" under the "Preferences" menu.**

SOCIETE GENERALE
Private Banking
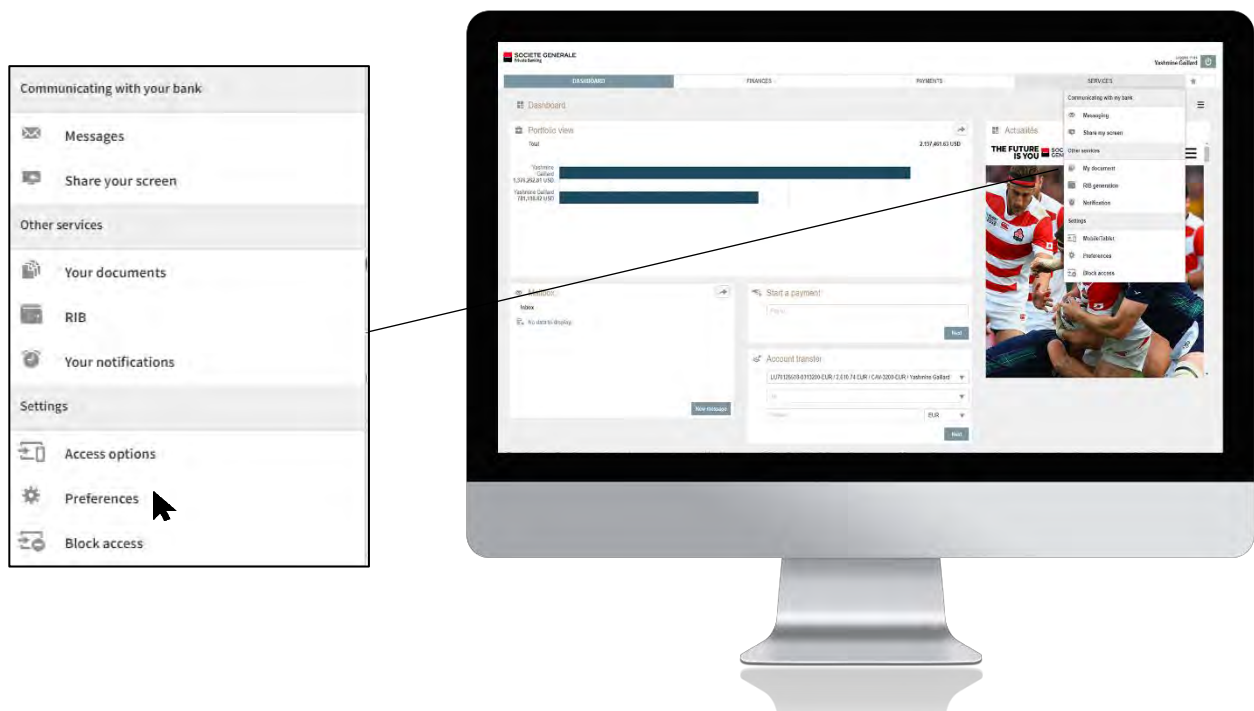
3   Click on the "Generate activation code" button. Please note that you can register a maximum of 3 devices.
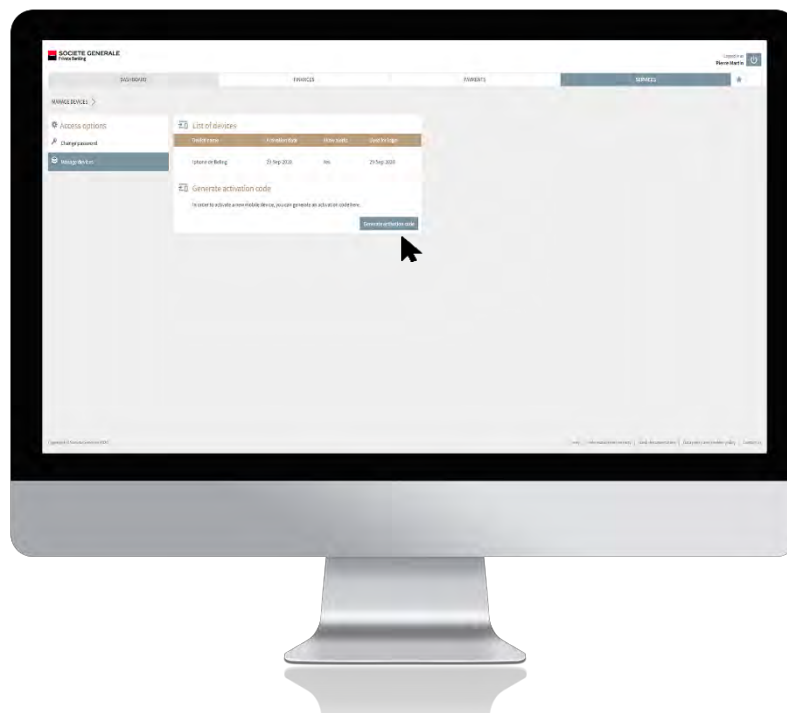
4   An activation code is generated and sent to the mobile phone you used to log in to your Private eBanking account.

Activation code

You can activate a new device with the activation code sent to the device you used for login.
This code is valid for 5 minutes.

Close
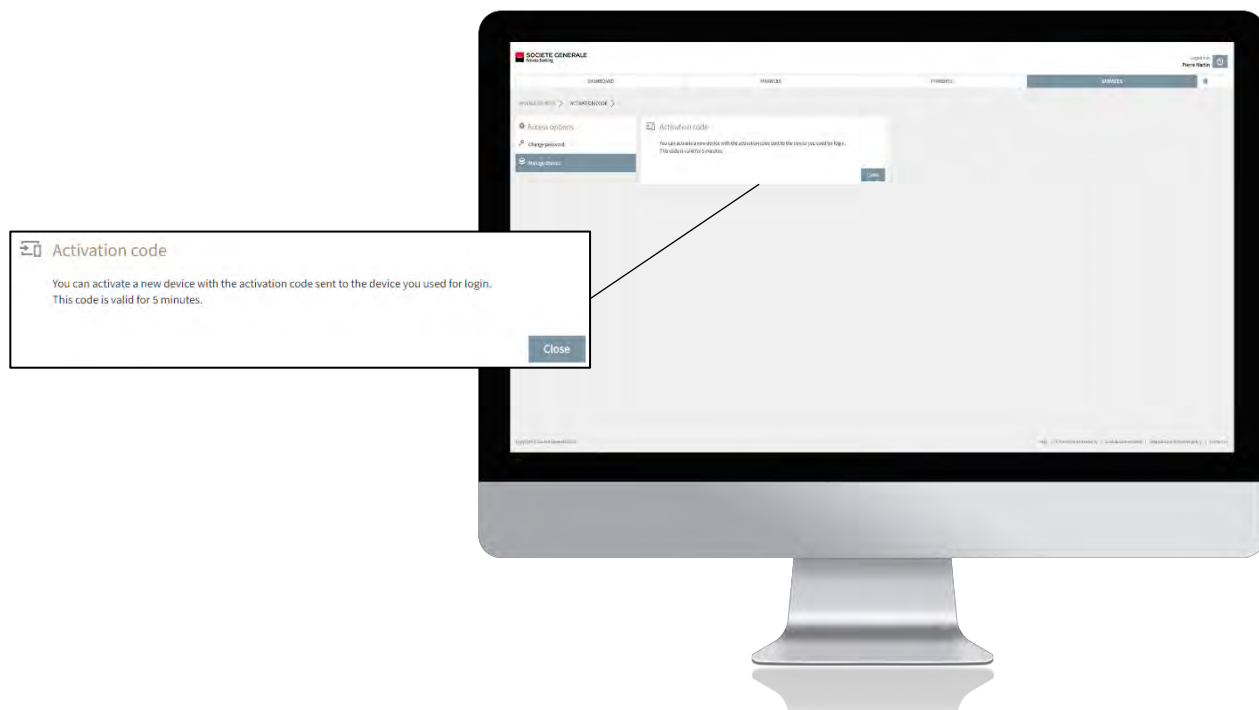
5 The code sent to your mobile is valid for 5 minutes.
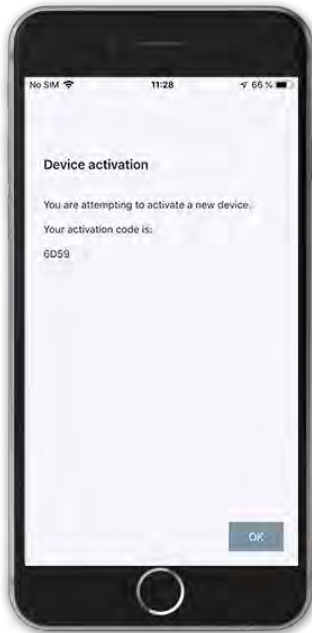
6 Take the device you wish to link to your User ID and open the "eBanking SG Luxembourg" application that you have downloaded beforehand.

7 Fill in the fields with the User ID and password you wish to link to the new device.

8 If you wish to replace the device currently linked to your User ID with this new device, tick "Replace an existing connected device", otherwise press "Next".
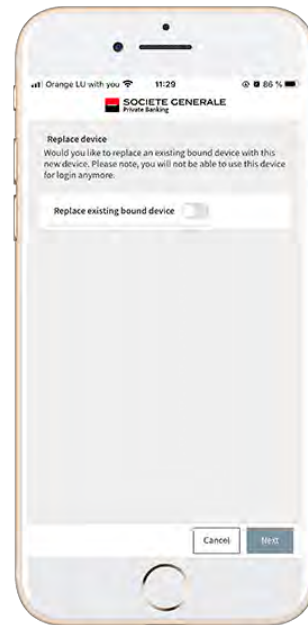
9   Choose a name for your device and press "Next".
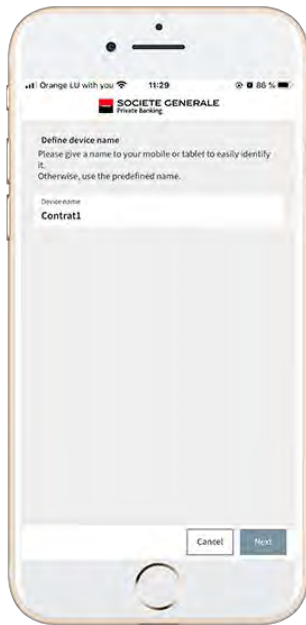
10   Fill in the activation code (which was sent in step 5) and press "OK".

11   Allow the receipt of notifications.
Refusal will prevent receipt of the activation code required for each connection.

12   Set a 6-digit PIN code and press "OK".

13 Confirm your 6-digit PIN code and press "OK".

14 If facial or fingerprint recognition is available on your mobile, you can authorize its use.

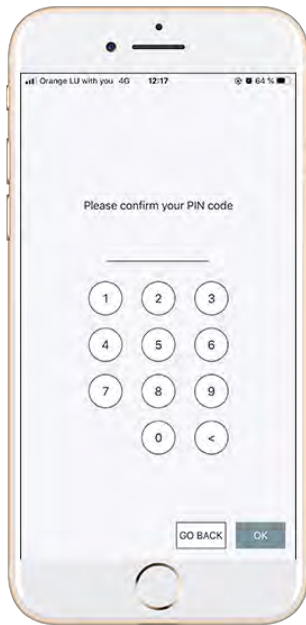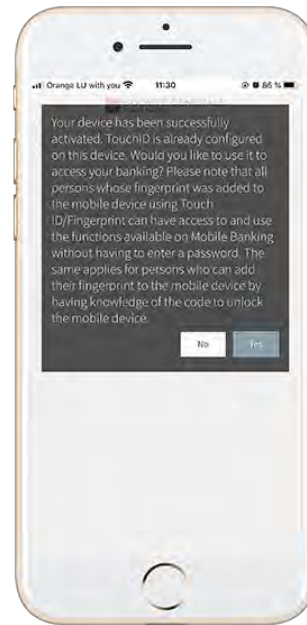**15** You will receive an activation confirmation message on your computer. Click "OK" to finish.
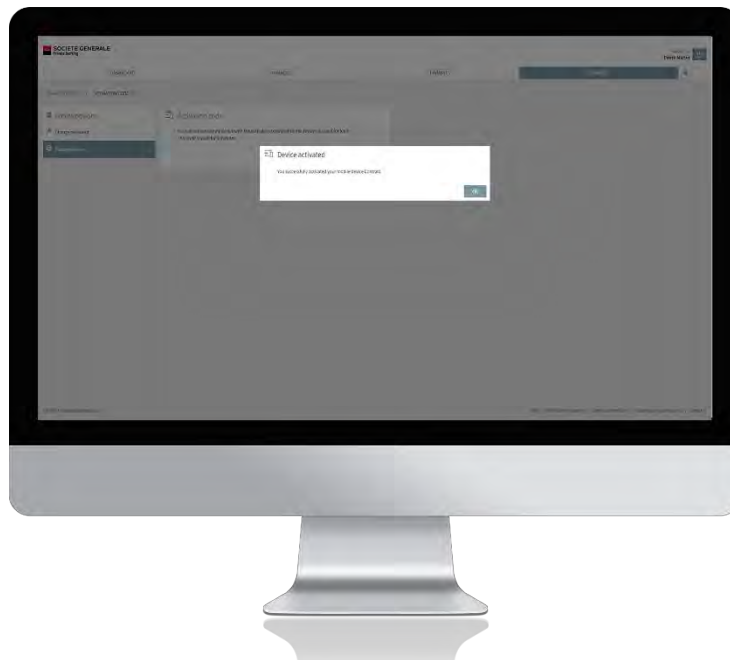
ADD A USER ID TO A DEVICE THAT IS ALREADY LINKED

1 Go to the menu ☰ at the top right.

2 Then select "Settings".
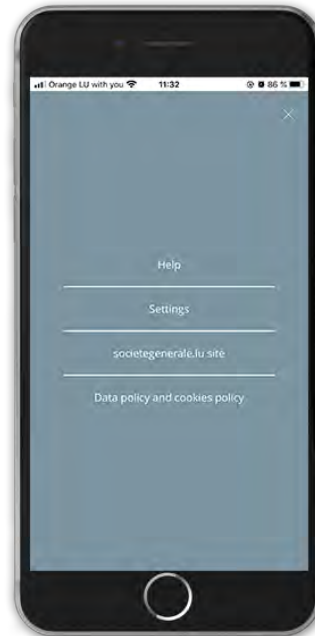
3 Select "Bound contracts".
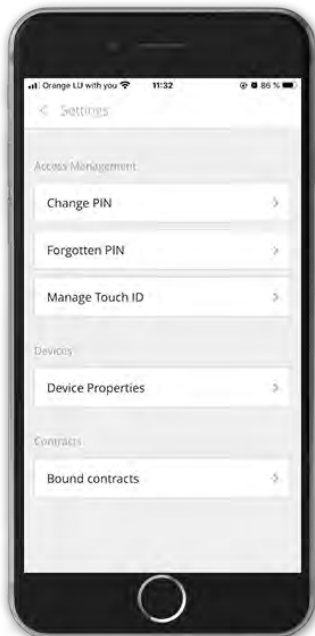
4 Select "add new contract" at the bottom right. You cannot have more than 10 contracts.
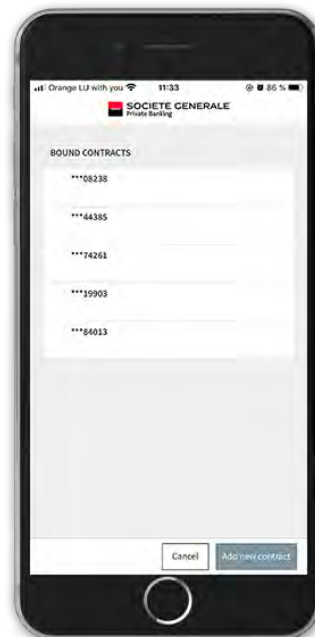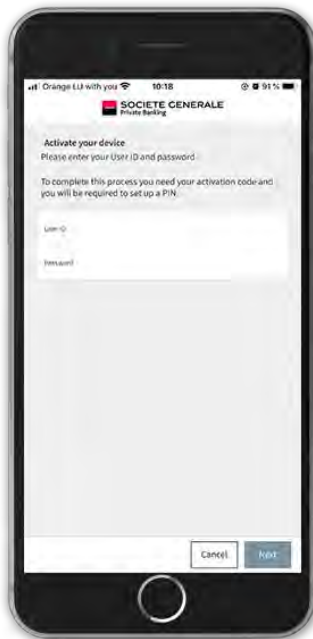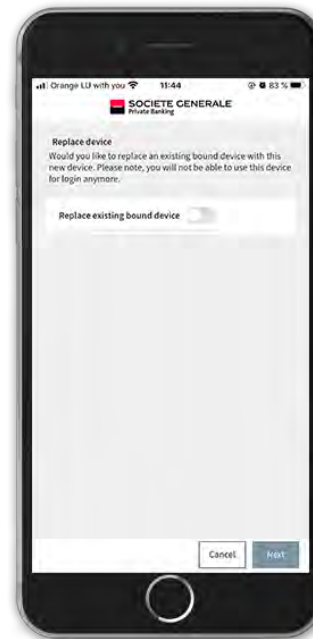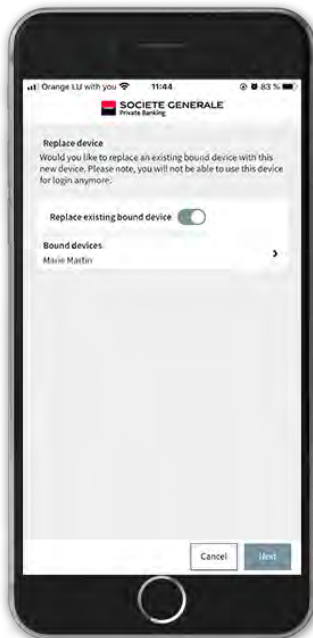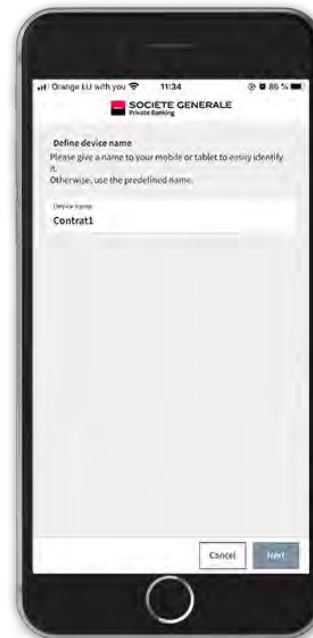
9   **Follow steps 1 to 4 in the previous section "Add a device to User ID".**

10   **Enter the password generated on the computer.**

11   **Your device is now linked to this contract.**

THE DASHBOARD ON COMPUTER

The dashboard is made up of "widgets" that allow you to have an overview of your assets, access your mailbox, consult the bank's news and make transfers without going through the "Payments" menu.

ADD A WIDGET

1 Click on the menu ≡ at the top right and select "Add a Widget".

2 Select the different widgets you want to add to your dashboard, they will appear automatically.
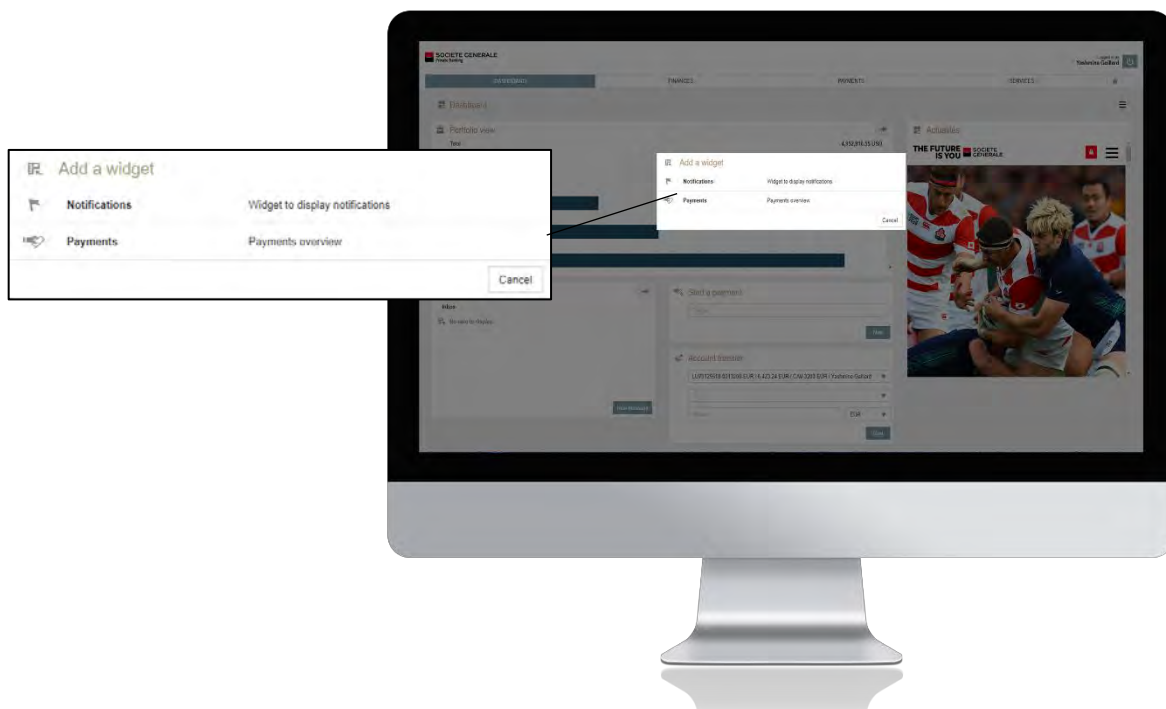
DELETE WIDGET

1 Click on the menu ≡ at the top right and select "Enter edit mode".
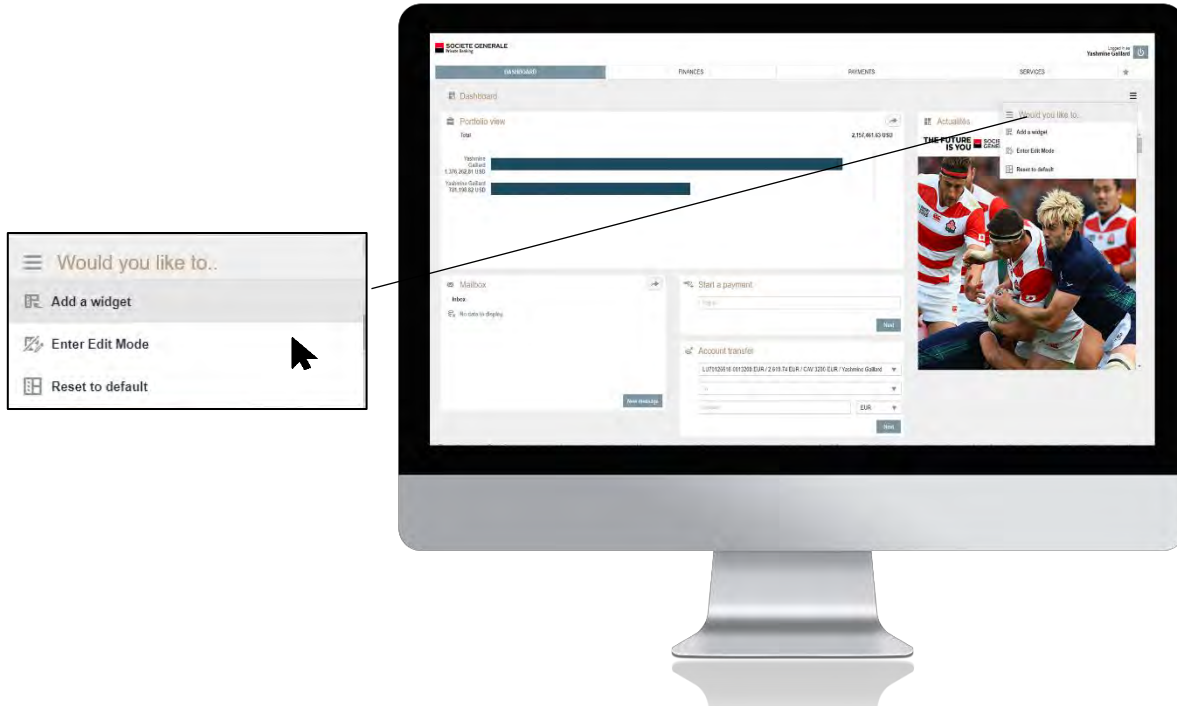
2 Click on the icon 🗑 in the top right corner of the widget you want to delete. The widget will disappear instantly.
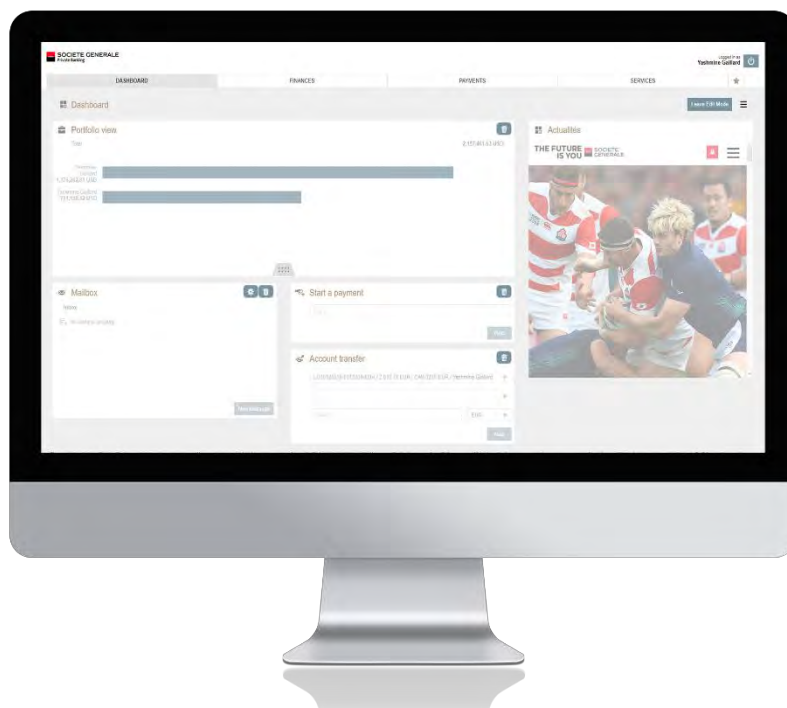
MOVE WIDGET

1 Click on the menu ☰ at the top right and select "Enter Edit Mode".
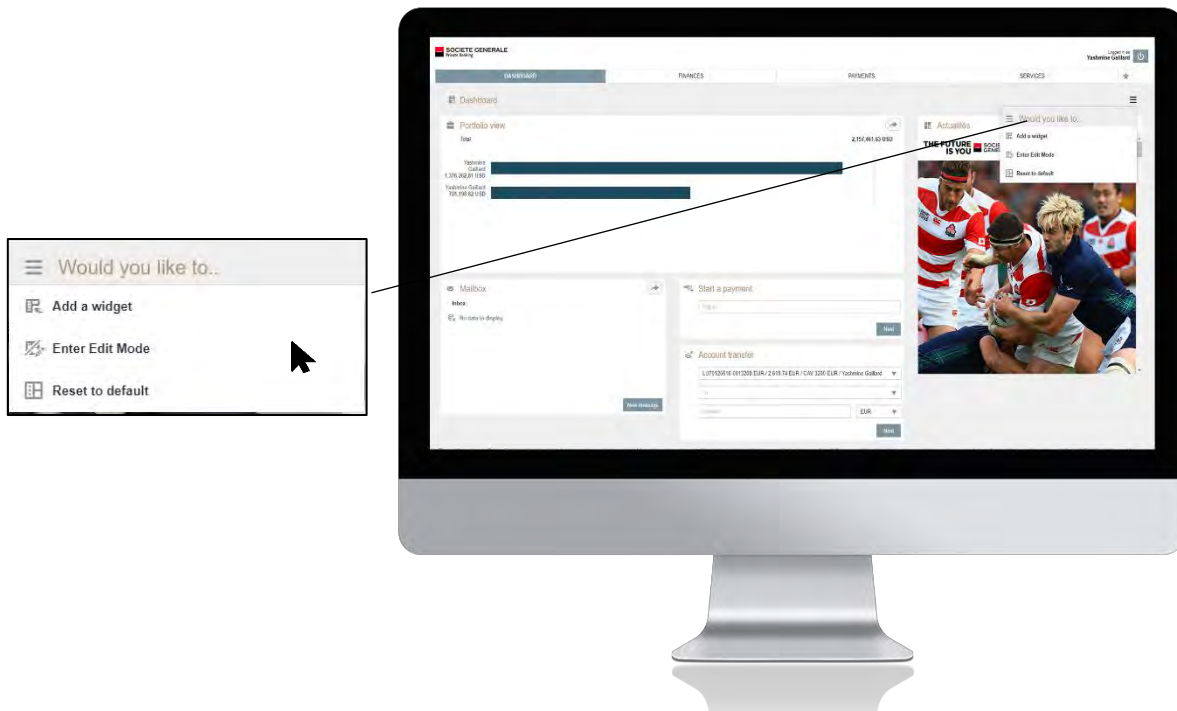
2 Place your cursor over the title of the widget you want to move and position the widget where you want it to be.

SOCIETE GENERALE
Private Banking
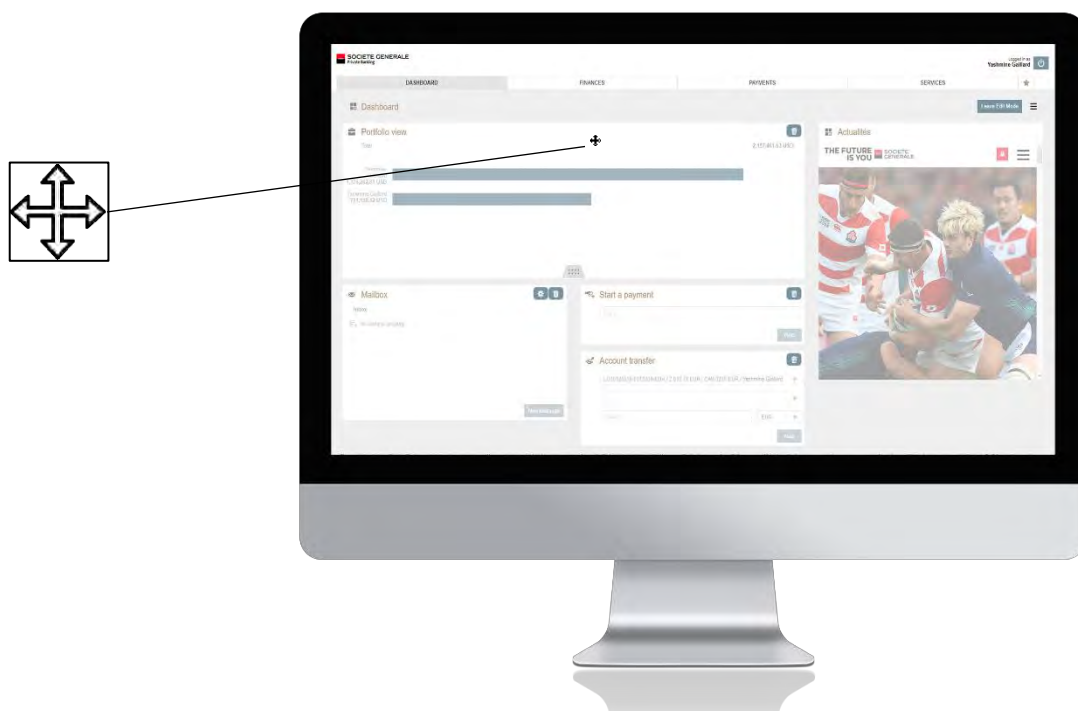
3   **Once you have made your changes, click on "Leave Edit Mode" to validate them.**

Leave Edit Mode
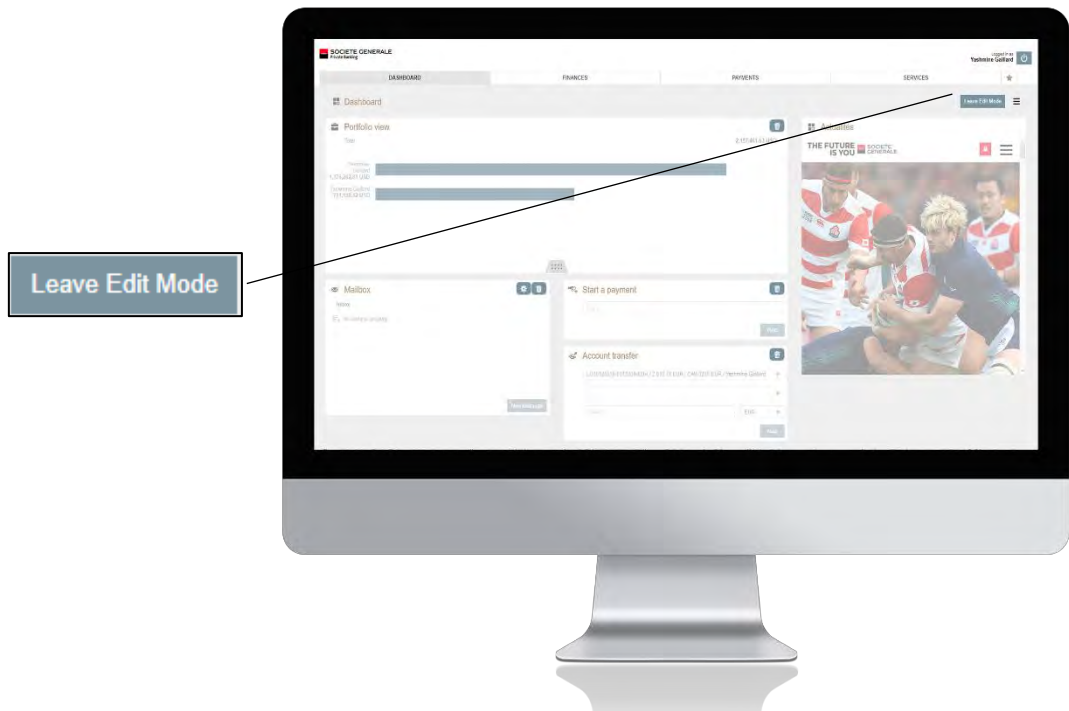
RESET THE DASHBOARD

1 Click on the menu ≡ at the top right and select "Reset to default". Your dashboard will be reset immediately.

FINANCES

CHOOSE TO DISPLAY A SPECIFIC PORTFOLIO ON COMPUTER

1   Click on the drop down menu « All clients » at the top right and select the desired portfolio.
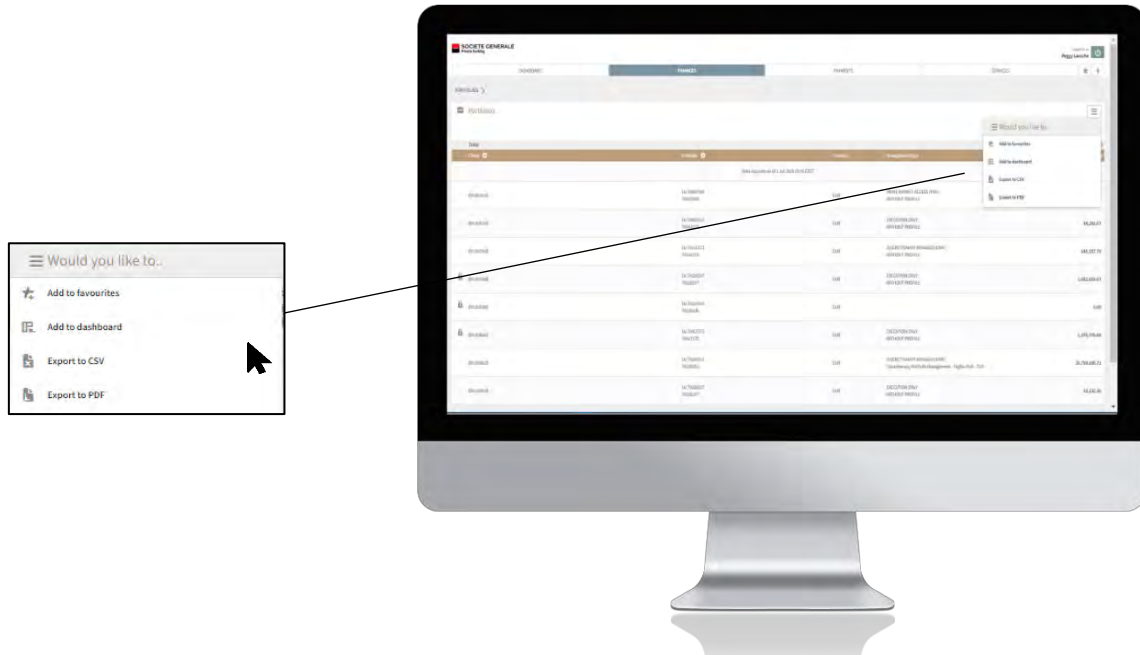
CHOOSE AN ACTION ON COMPUTER

1   Click on the ☰ menu at the top right and then select the desired action.

VIEW A PORTFOLIO ON MOBILE PHONE

1 From the home page "your accounts", click on the desired portfolio.
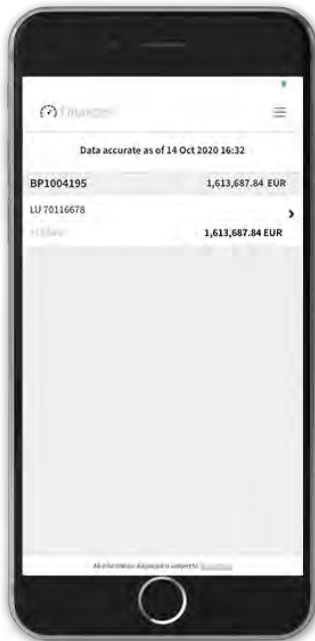
2 This provides you with a general overview of the positions in your portfolio. To display the details of a position, click on the desired line.

3 This provides you with a detailed view of the position.

CHOOSE A PORTFOLIO TO DISPLAY ON COMPUTER

1   Click on the "All Clients" drop-down menu at the top right and select the desired portfolio.
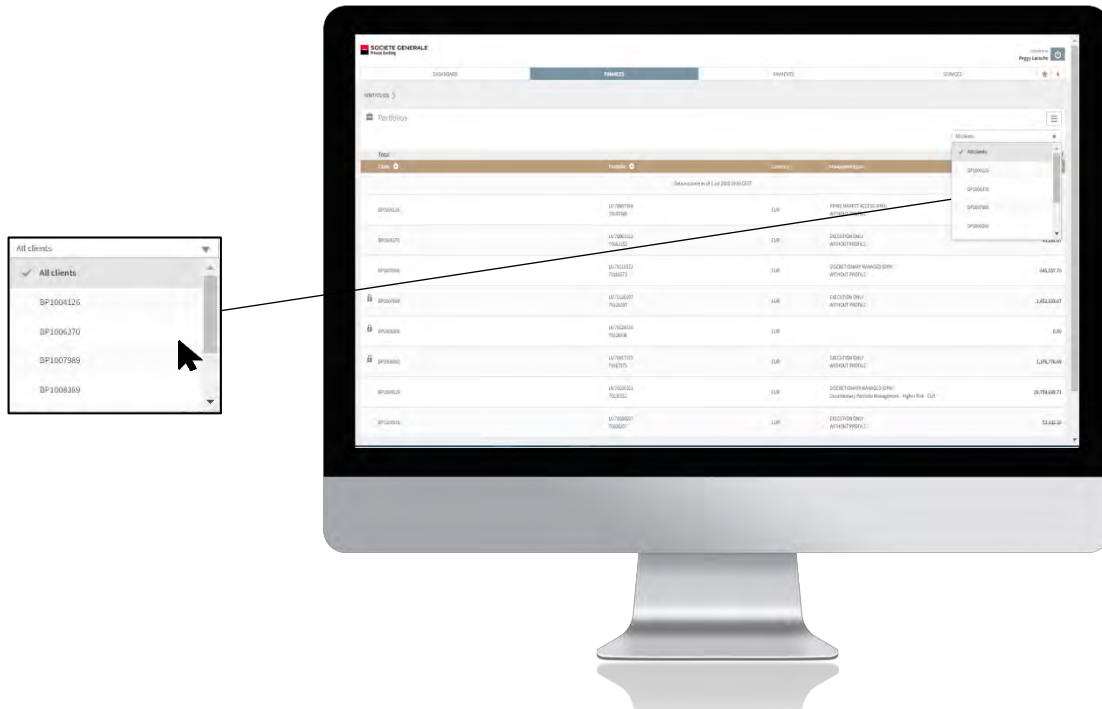
VIEW A PORTFOLIO ON COMPUTER

1   Click on the line of the desired portfolio.
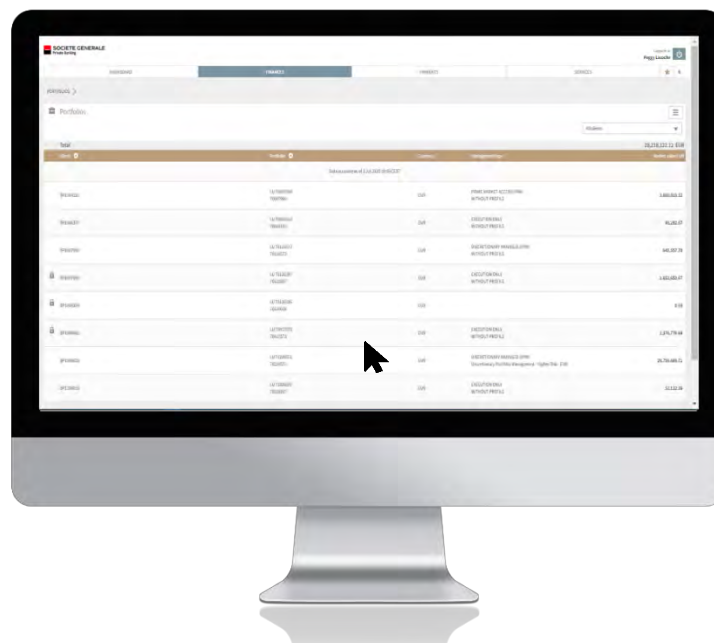
2 **This provides you with an overview of the portfolio.**
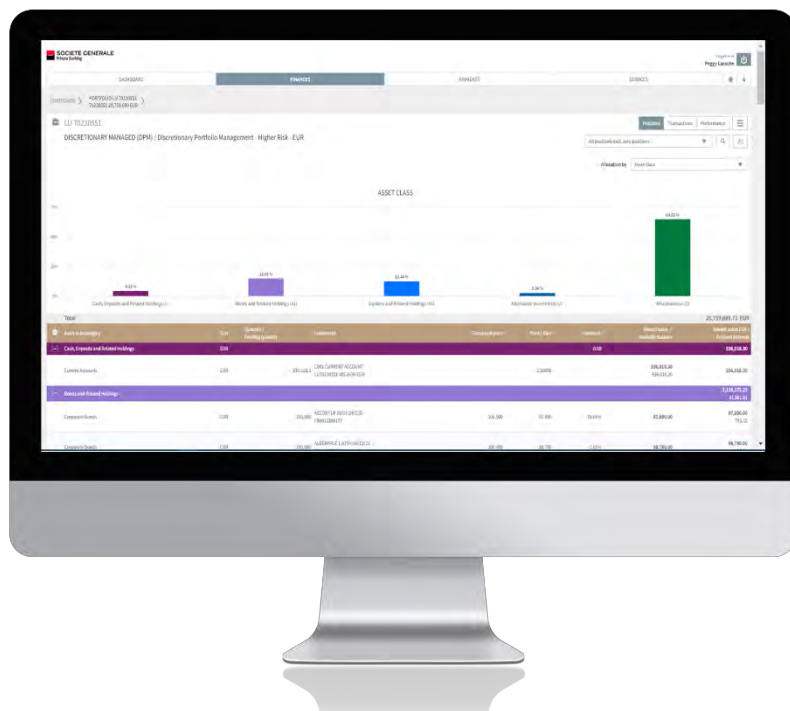
VIEW PORTFOLIO POSITIONS ON COMPUTER

1 **In the general overview, the portfolios are by default displayed by position.**

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Private Banking
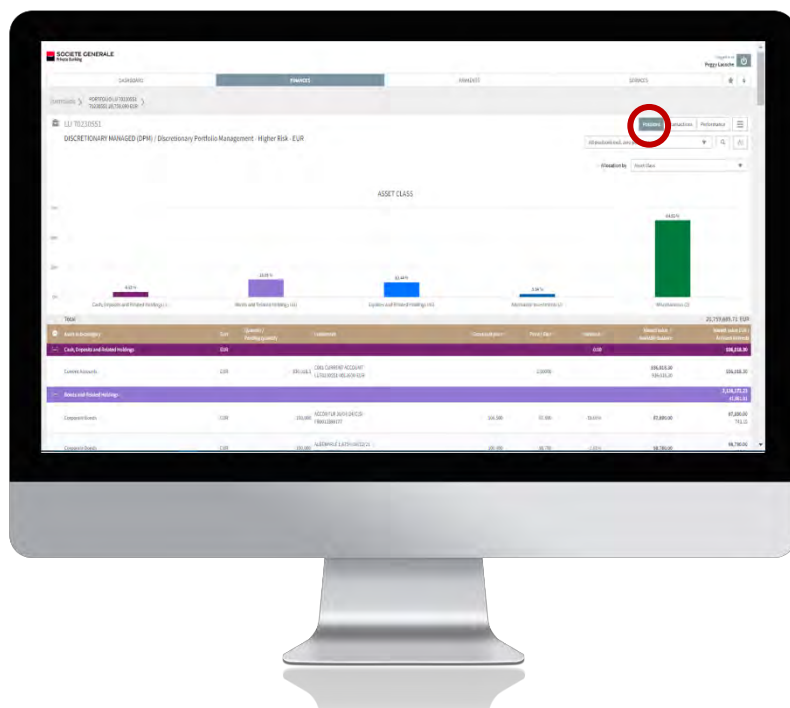
FILTER PORTFOLIO POSITIONS ON COMPUTER

1 To sort the positions (excluding zero positions, including zero positions, or customize, click on the corresponding drop-down menu. Then select the desired filter.
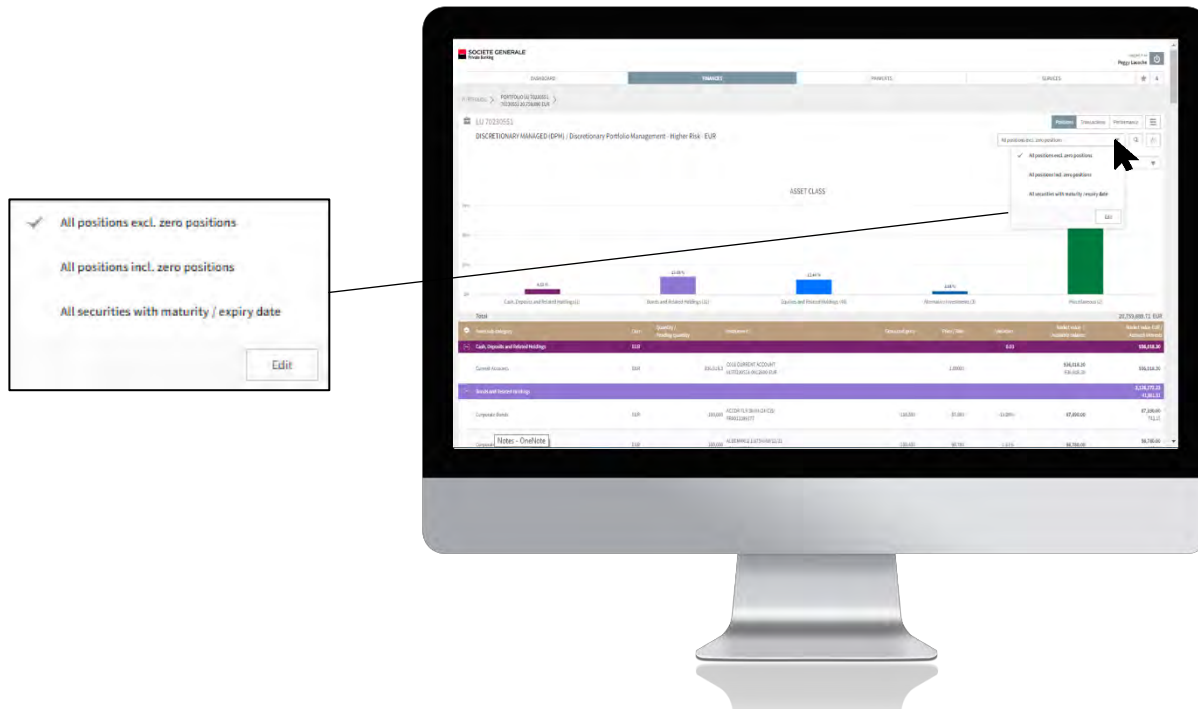
2 To create a custom filter, click on "edit" and then "new". Adjust the settings to suit your needs and then click on "Save".
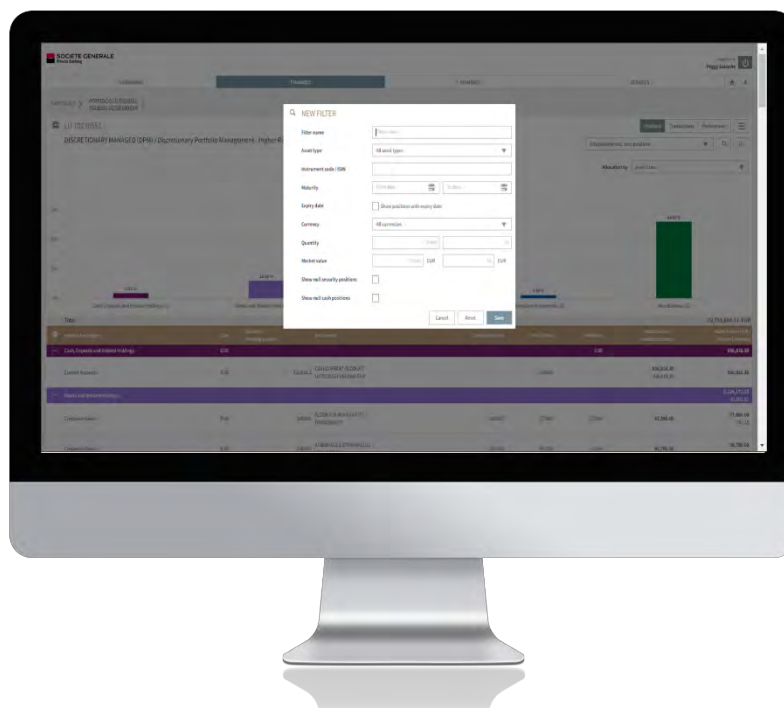
PERFORM PORTFOLIO POSITIONS SEARCH ON COMPUTER

1 To do an advanced search, click on the 🔍 icon, on the right side of the screen. A setup window will open. Adjust the parameters according to your needs and then click on "Search".
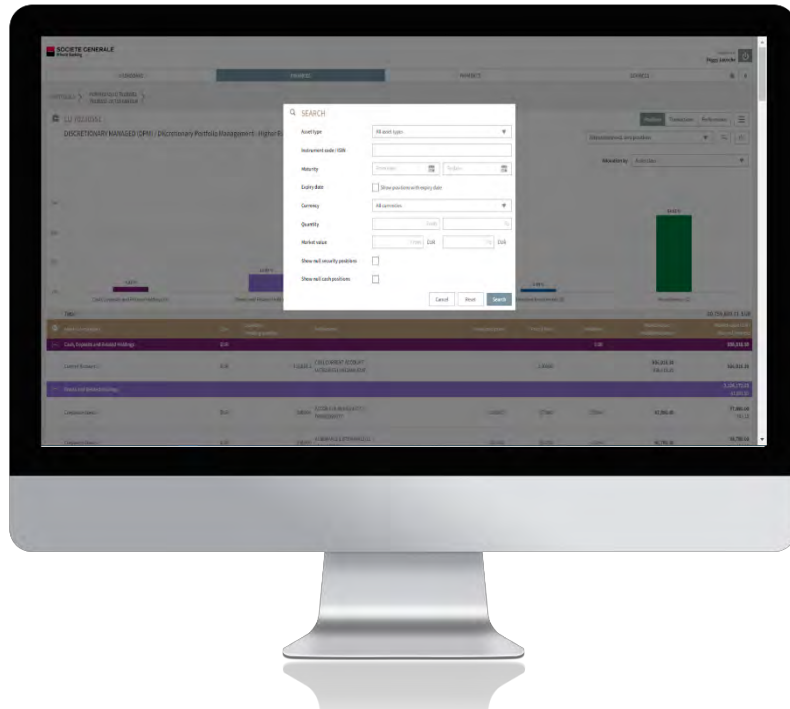
SHOW / HIDE GRAPHICS ON COMPUTER

1 To show/hide the graph, click on the 📊 icon.
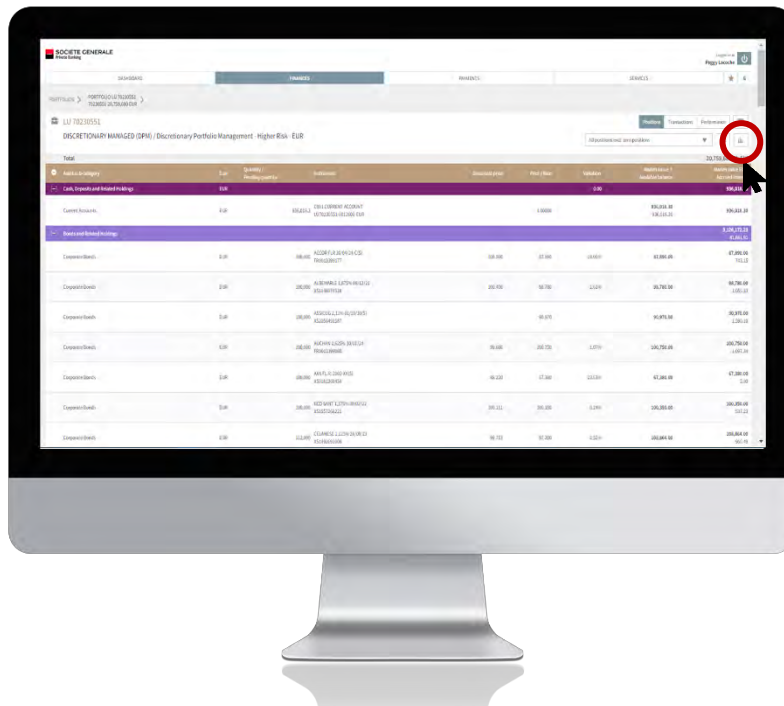
FILTER ASSET ALLOCATIONS ON COMPUTER

1 **To apply a filter to the allocations (by asset class, currency, geographic area, etc.), click on the drop-down menu next to "Allocation by". Then select the desired filter.**
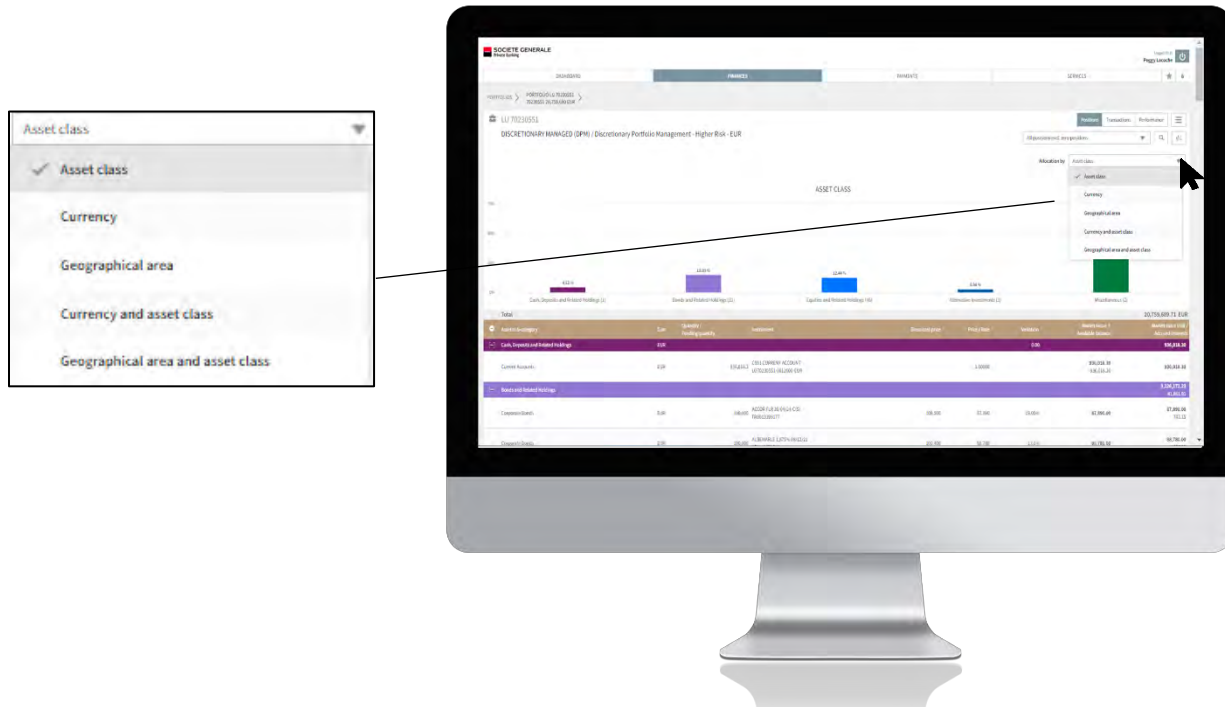
SORT COLUMNS OF A PORTFOLIO'S POSITION TABLE ON COMPUTER

1 **To arrange the columns, click on the desired header and then select the sort to be applied.**
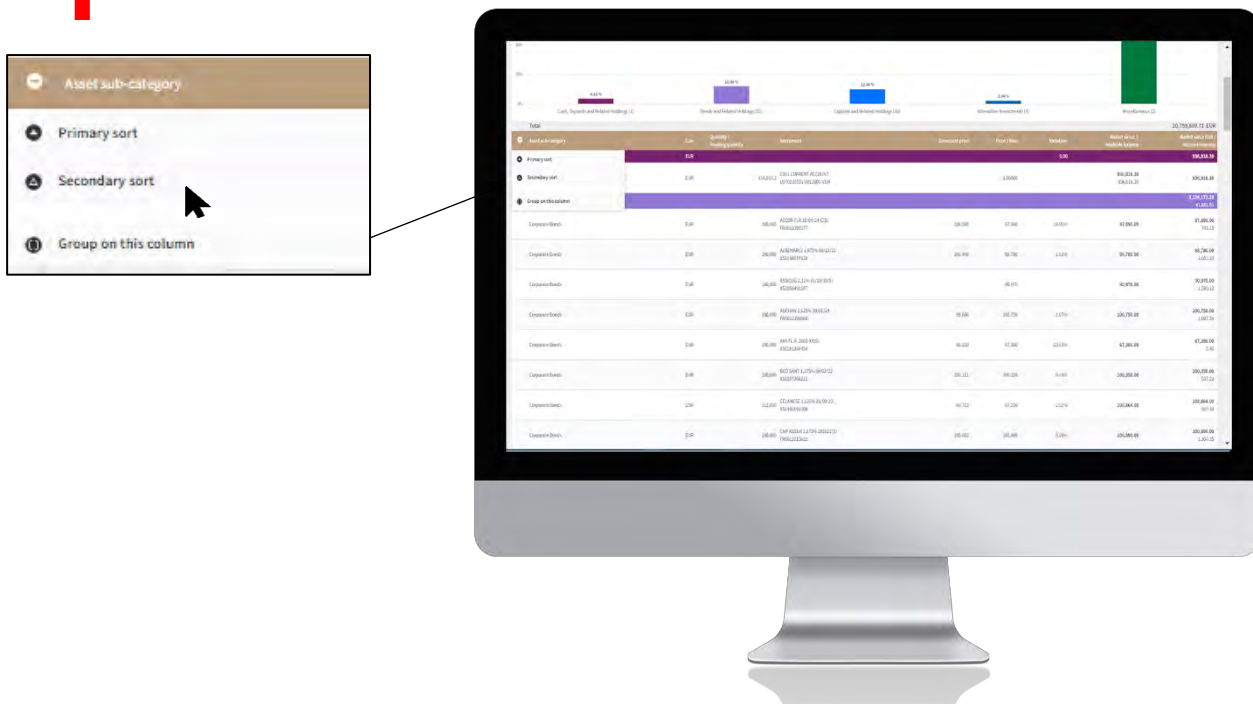
DISPLAY THE DETAILS OF AN ALLOCATION ON COMPUTER

1 To display the details of each allocation, click on the desired line.
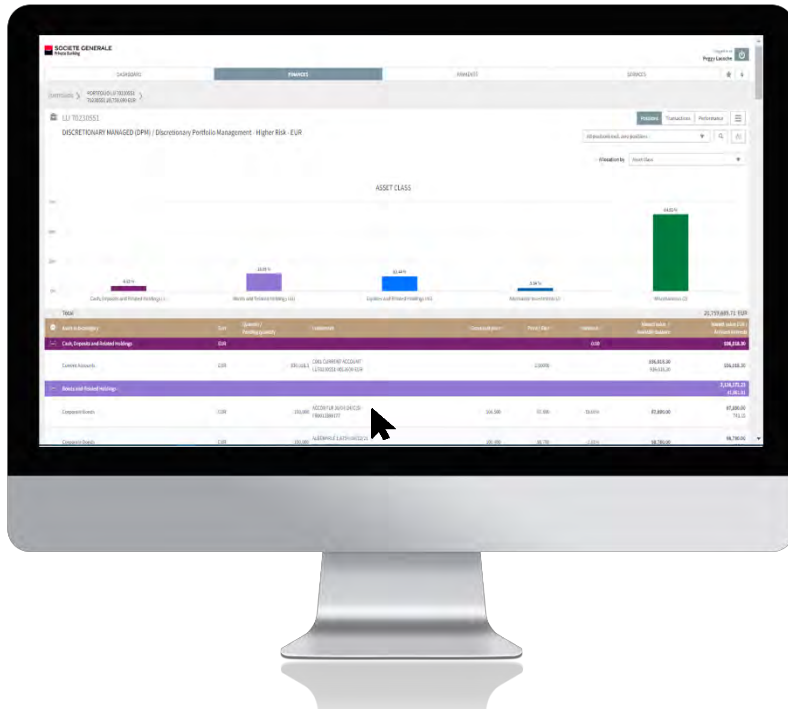
2 To add it to your favorites or export it in PDF format, click on the ☰ icon. To view the list of transactions completed, click on the "transactions" tab.
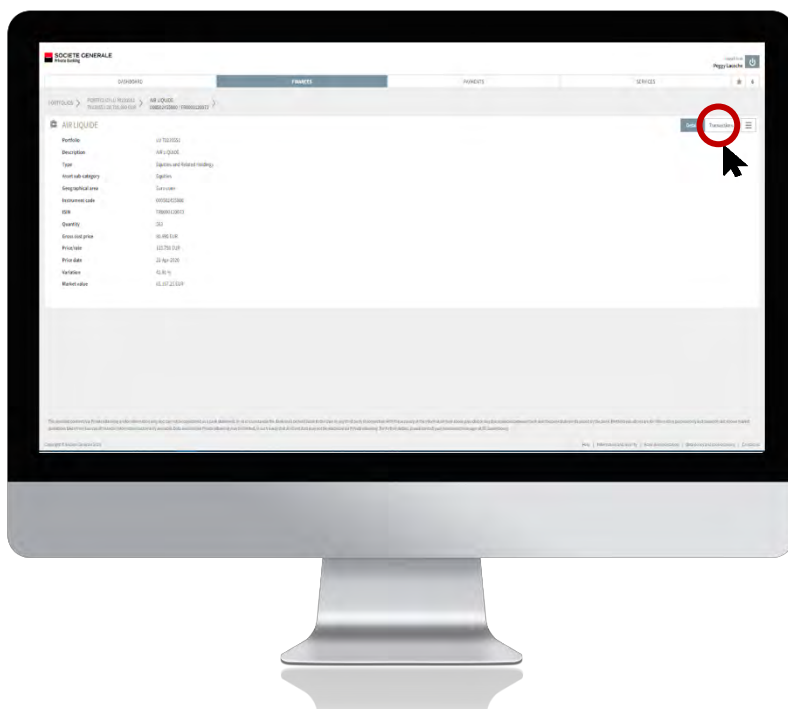
3 To add the list to your favorites, to show/hide certain columns, to export the list in CSV or PDF format, click on the ☰ icon. To obtain the details of a transaction, click on the desired line.
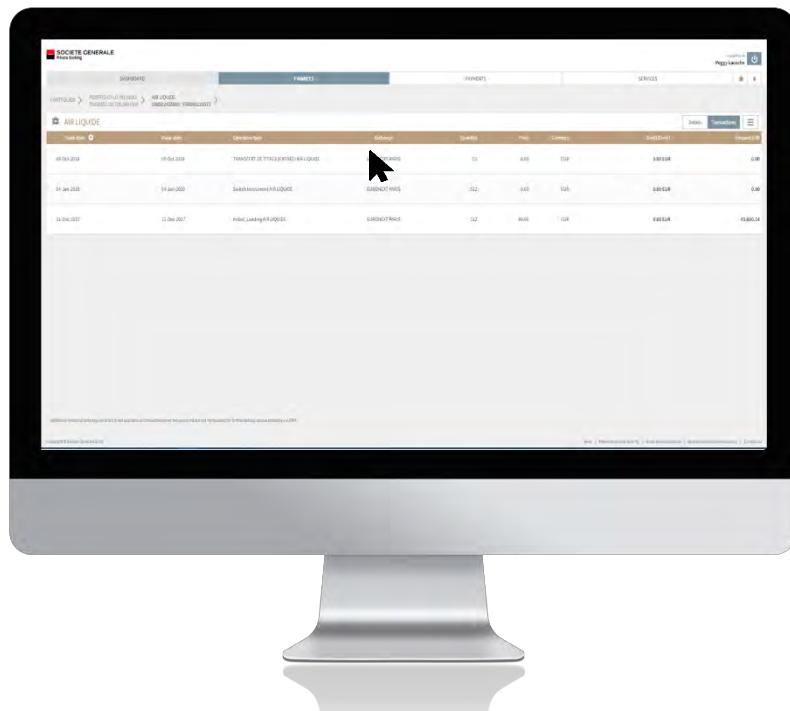
4 To export the transaction details as a PDF file, click on the ☰ icon.
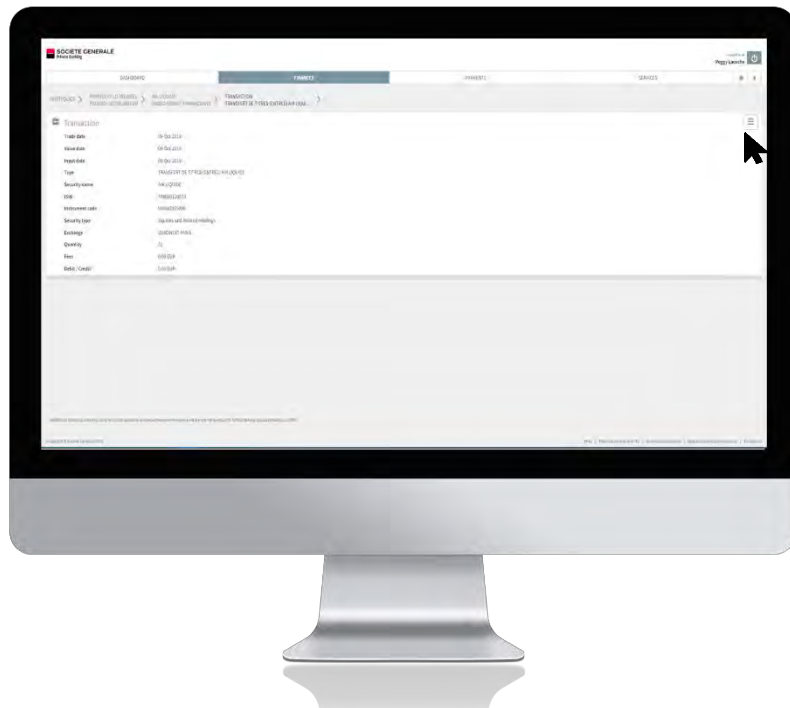
VIEW DETAILS OF TRANSACTIONS ON MOBILE PHONE

1 Go to the general overview of your portfolio and select the desired position.

2 In the portfolio overview, click on the desired line to display the transactions.
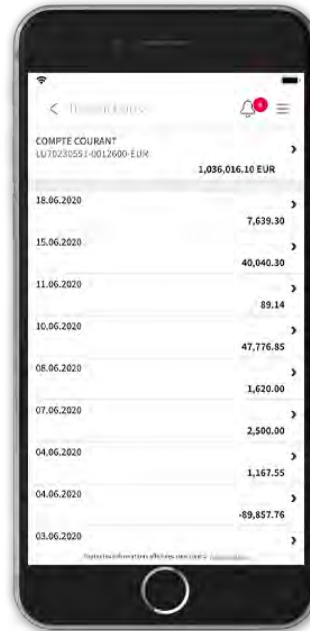
3 This gives you the details of the transaction.
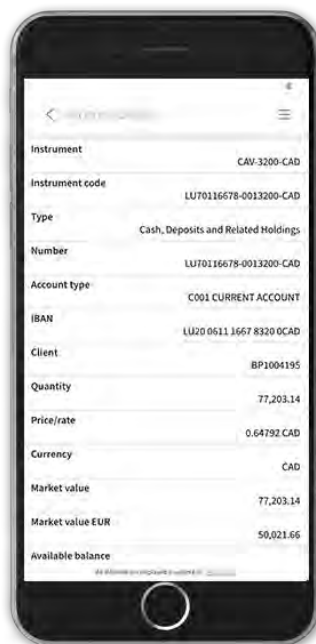
VIEW TRANSACTIONS ON COMPUTER

1 From the main view of your portfolio, click on the "transactions" tab in the top right-hand corner.
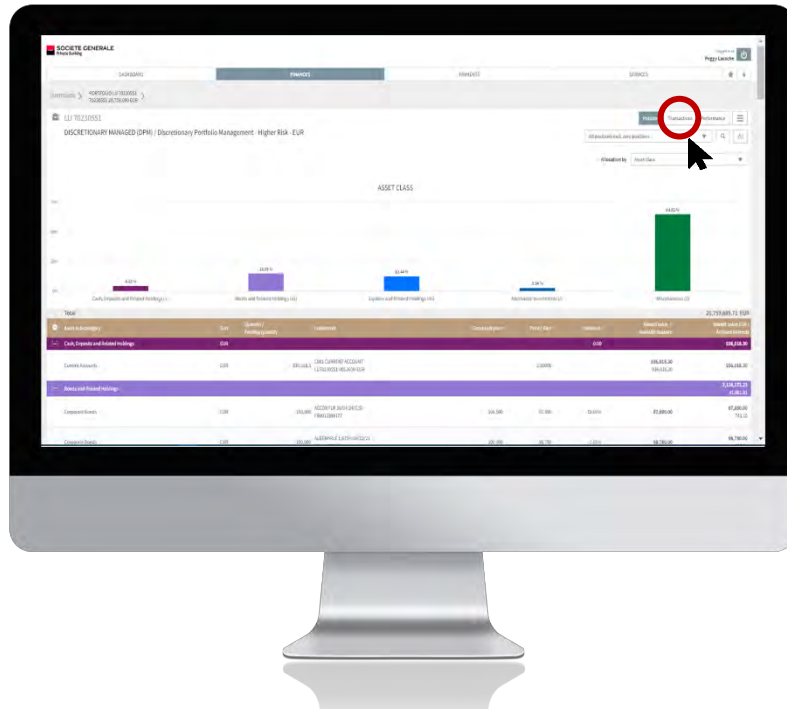
2 To view the details of the transaction, click on the desired line.
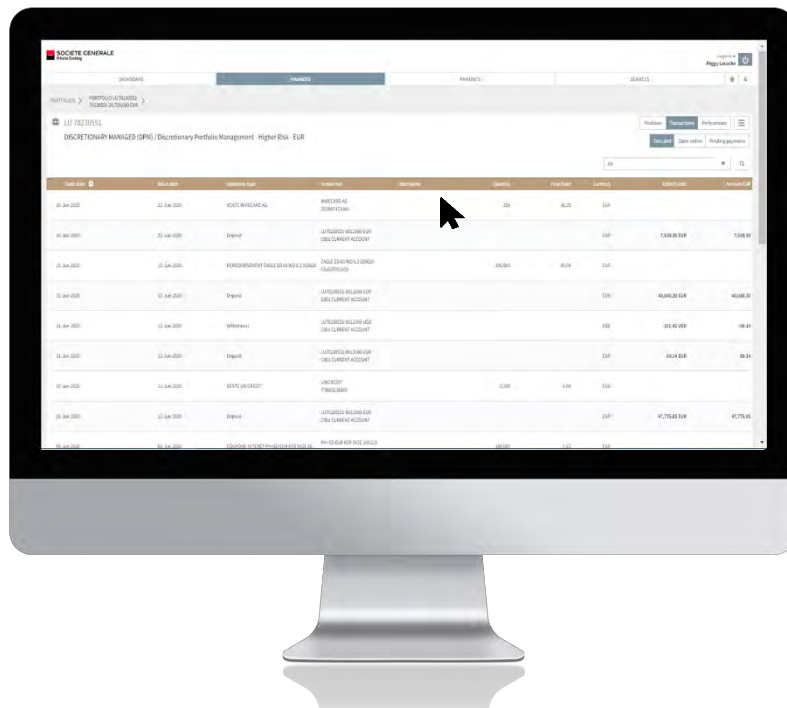
3 **To export it in PDF, click on the ☰ icon.**
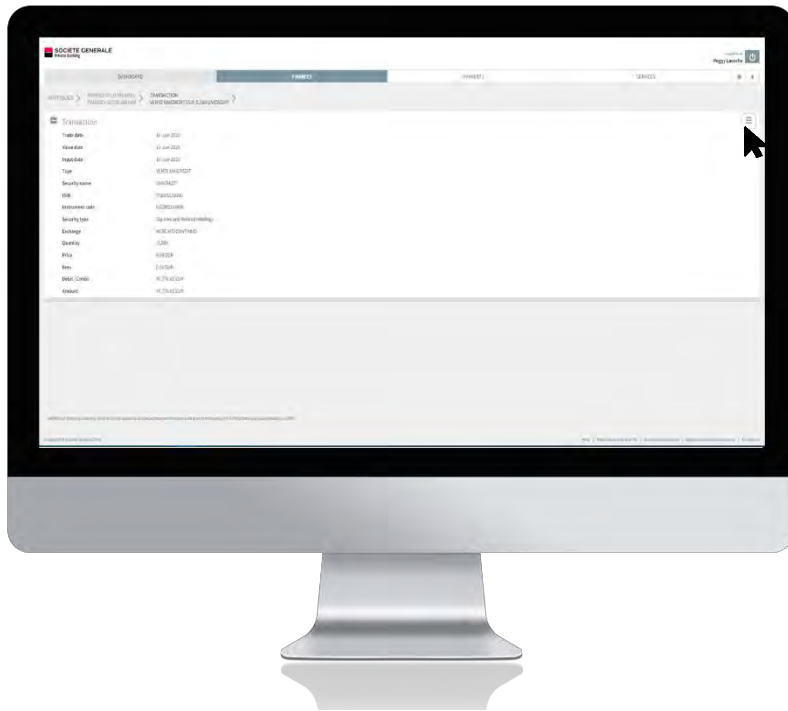
VIEW PERFORMANCE ON MOBILE PHONE

1 You can view the overall performance of your accounts in the "Your accounts" section.
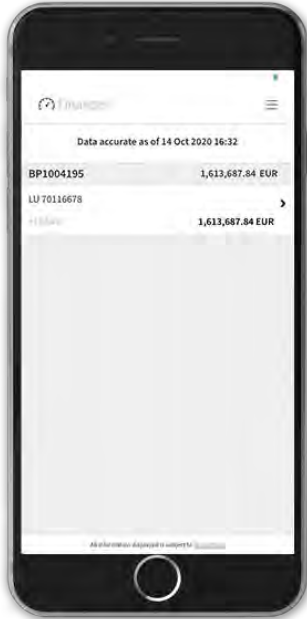
2 By clicking on the desired account, you can view the performance of the positions in your portfolio.
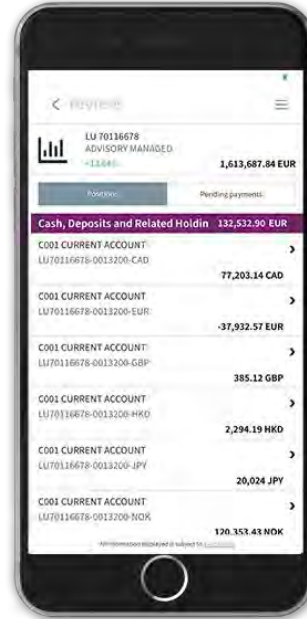
VIEW PERFORMANCE ON COMPUTER

1 **From the main view of your portfolio, click on the "performance" tab in the top right-hand corner.**
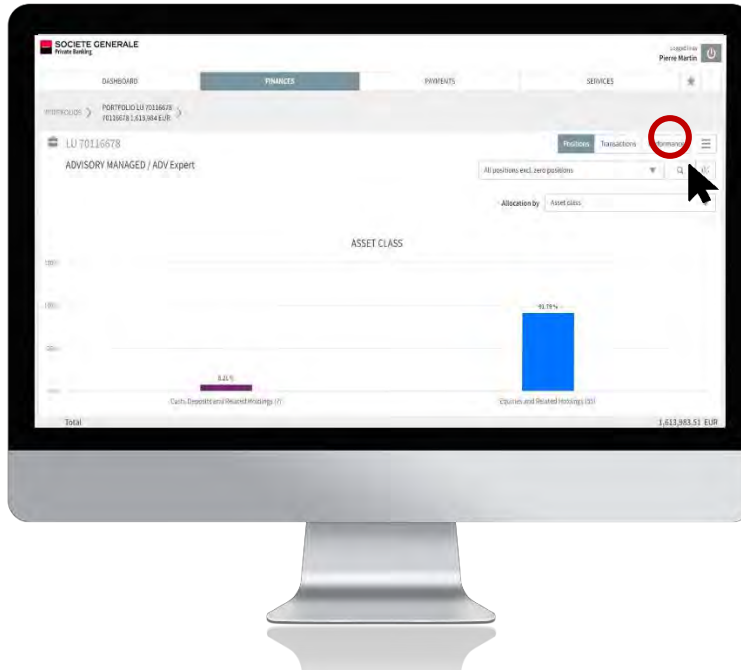
2 **To display the monthly performance, click on the corresponding tab.**
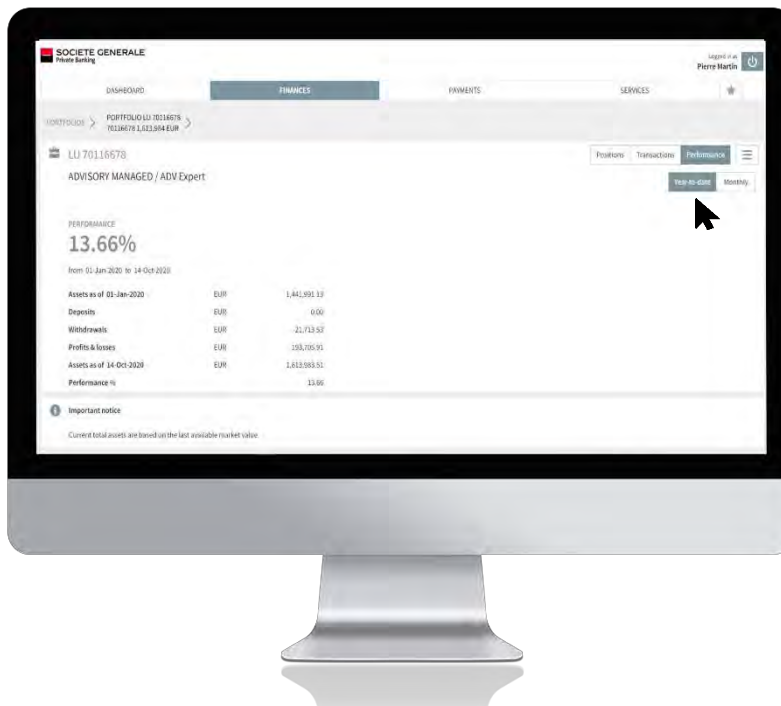
ACCESS TO THE SYNTHETIC VIEW OF YOUR PORTFOLIO

1 Place your cursor on the "Finance" drop-down menu and click on "synthetic view".
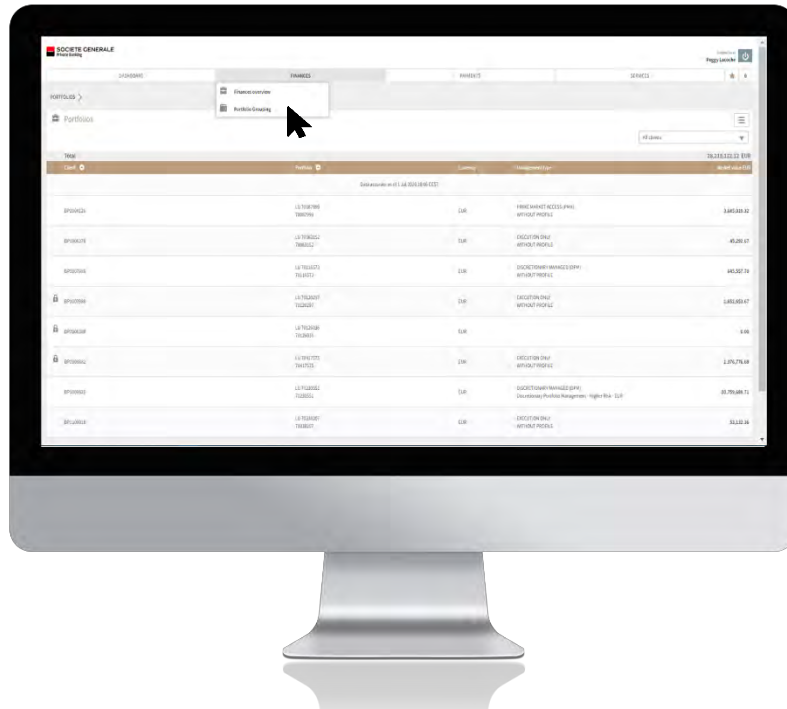
2 The portfolios are automatically all checked, if you want to uncheck them quickly, click on the box in the header line. Select one or more portfolios then click on "positions on selected portfolio(s)" at the bottom right of the page.
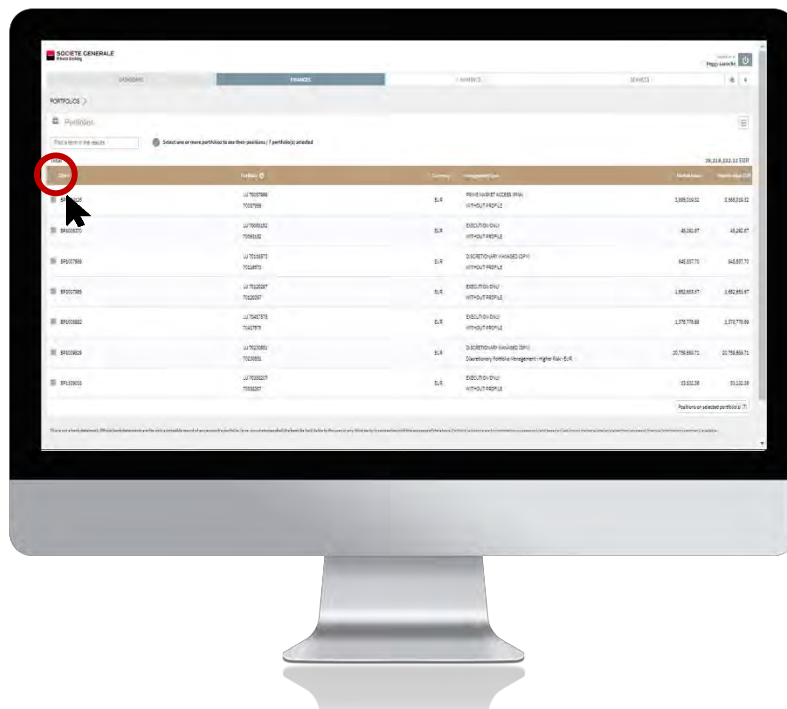
3 This gives you a consolidated view of the portfolios.
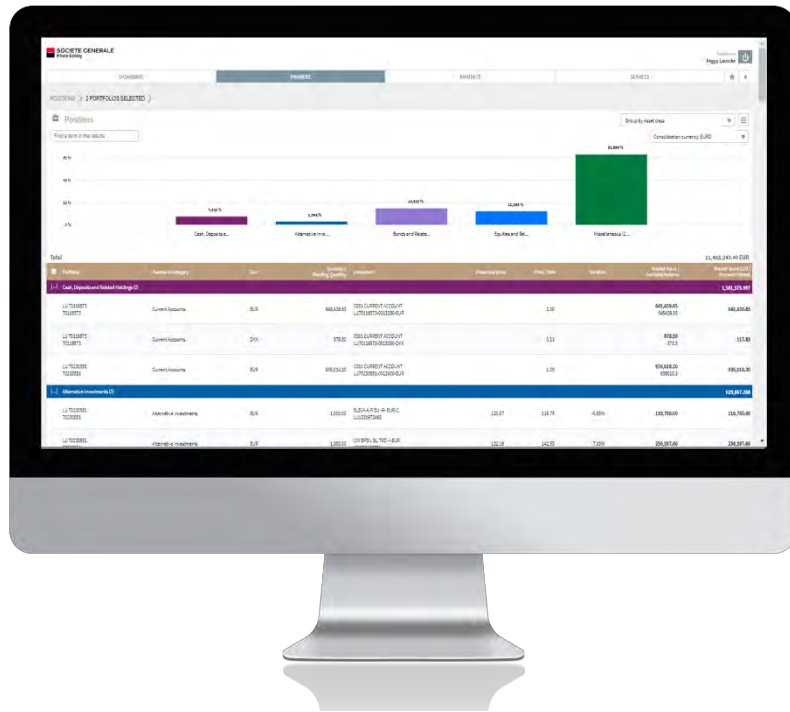
4 Several consolidated views are available: by currency, geographical region, currency and asset class or geographical region and asset class. Click on the dedicated drop-down menu to select them.
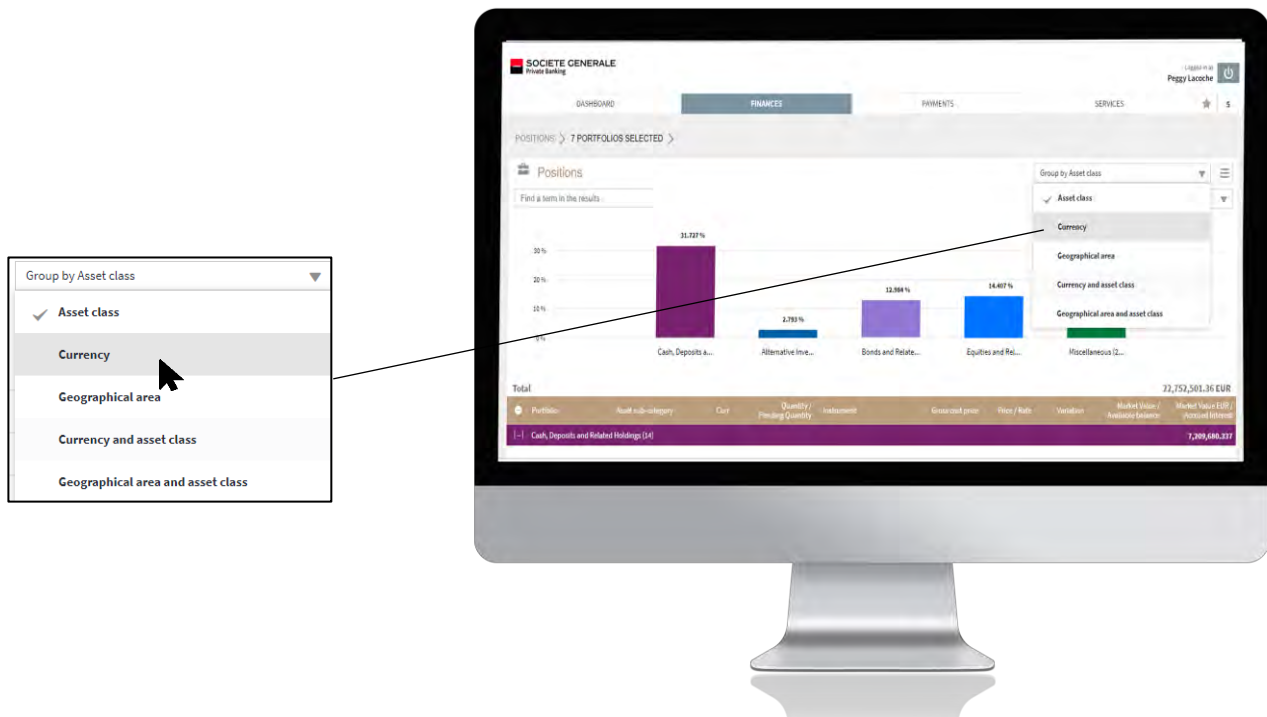
5 By clicking on the dedicated drop-down menu, you can opt for consolidation in another currency. You can show/hide columns and export this information in PDF format by clicking on the icon l'icône ⅲ .
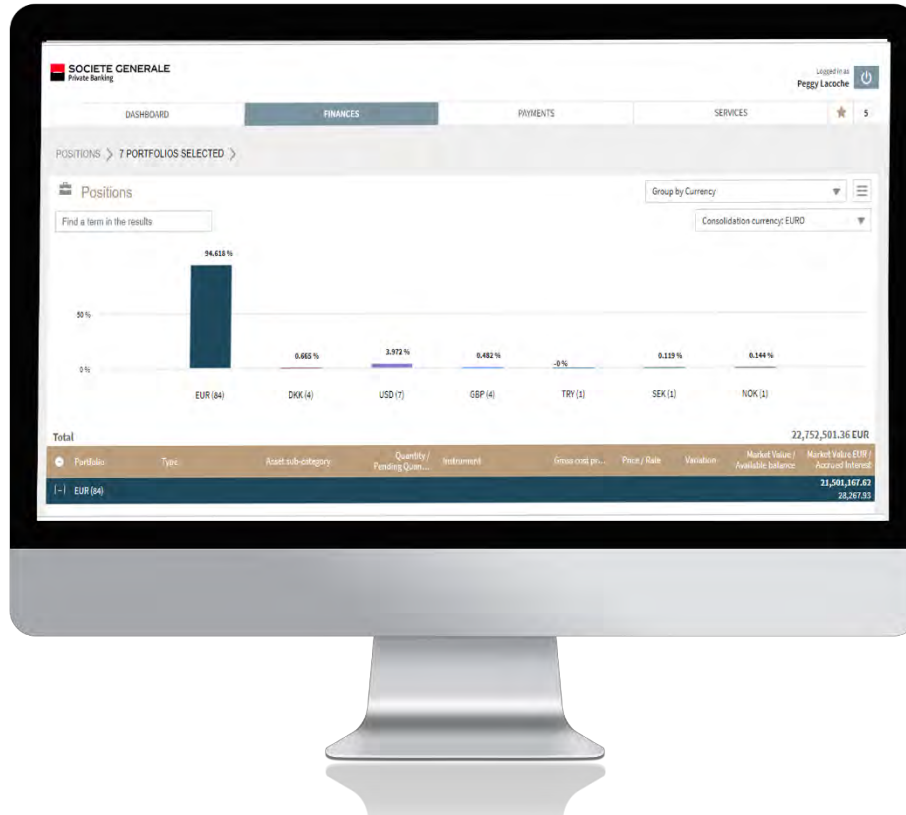
PAYMENTS

MAKE A TRANSFER ON A MOBILE PHONE

1 **Press the menu ☰ at the top right.**
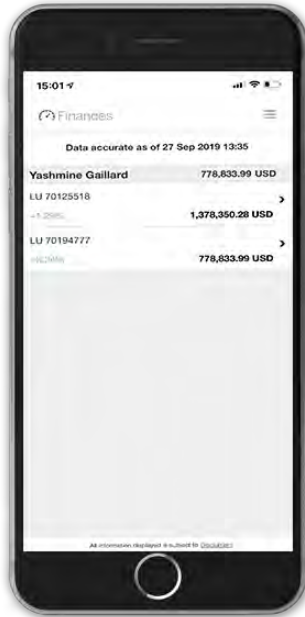
2 **Press the "PAYMENTS" tab, then "New payment".**
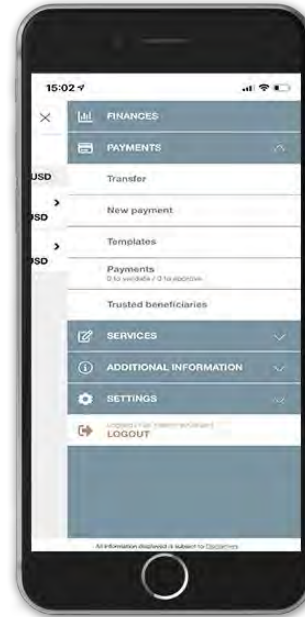
3 **Inform the beneficiary by entering one of the four suggested items, then press "Next".**
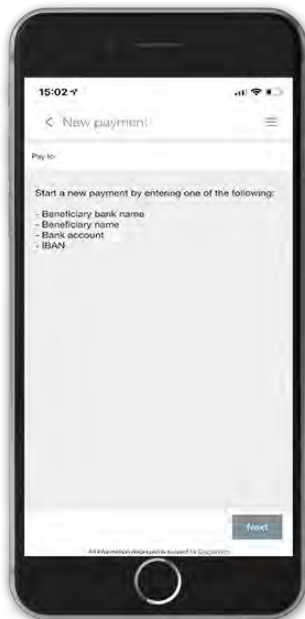
4 **Fill in the various free fields and press "Next". The address and country of the beneficiary are only mandatory for transfers in USD.**
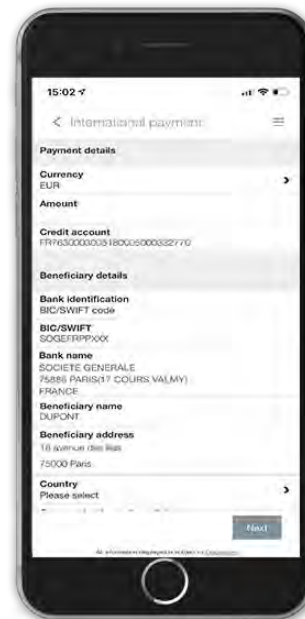
5 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm", to view the bank's tariff brochure, press "Show charges".
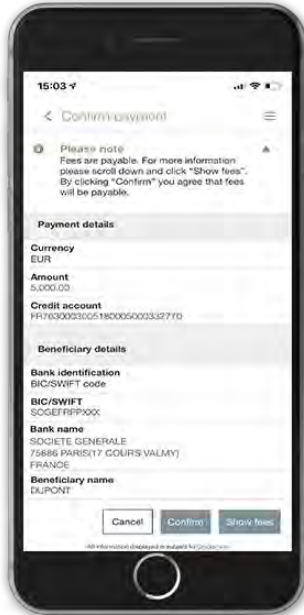
6 If you have configured facial or fingerprint recognition, place your finger on the fingerprint sensor or your face in front of the camera to confirm the operation. Otherwise, please enter your PIN code and confirm by pressing "OK".

7 If the payee is not in your list of registered payees, you can add the payee by checking "Save payee" and then press "OK".
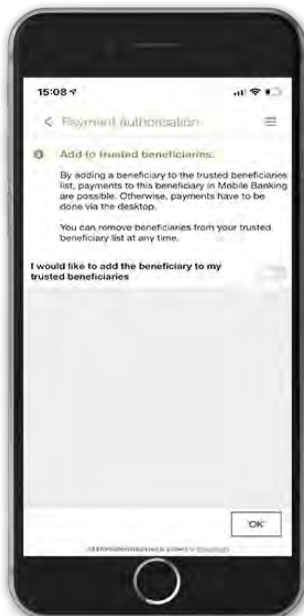
8 You will receive a message confirming that your request has been processed. If you wish to attach a document, press "Attach Document", otherwise press "OK".
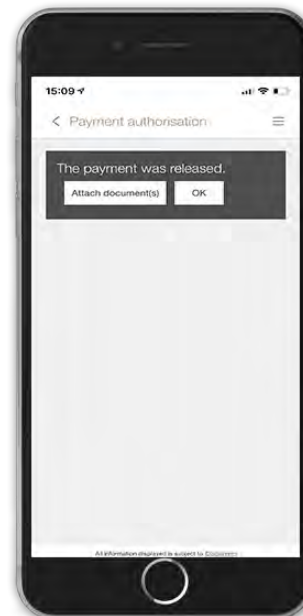
9 When you choose to attach a document, a window appears. Configure your message and then press "send"

10 To find the transfers you have made, go to the menu ☰ in the "Payments" section and then "Payments overview".
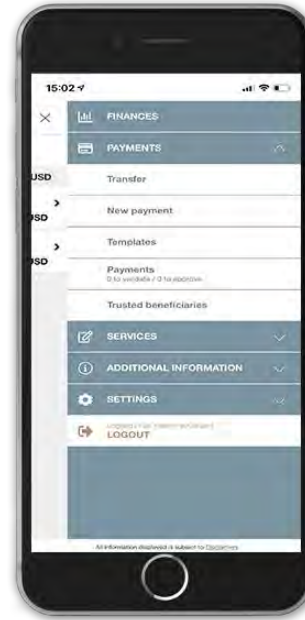
11 You will then get a list of your transfers. To obtain the details of a transfer, click on the desired line.
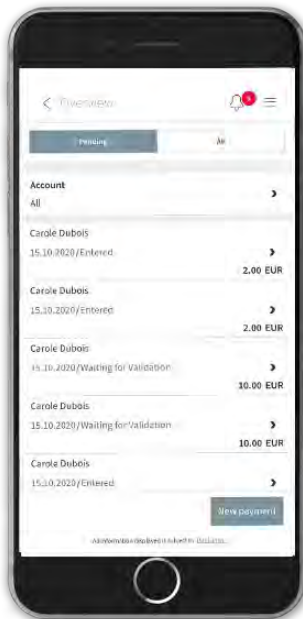
12 You will then get the details of the transfer.

MAKE A TRANSFER ON COMPUTER / TABLET

1   **Place your cursor on "Payments" and select "New payment".**

2   **Inform the beneficiary by entering one of the four proposed elements, then click on "Next".**

3 Fill in the following mandatory fields: the amount to be credited, the name of the beneficiary, the account to be debited and the reason for the transfer. Then click on "Next".
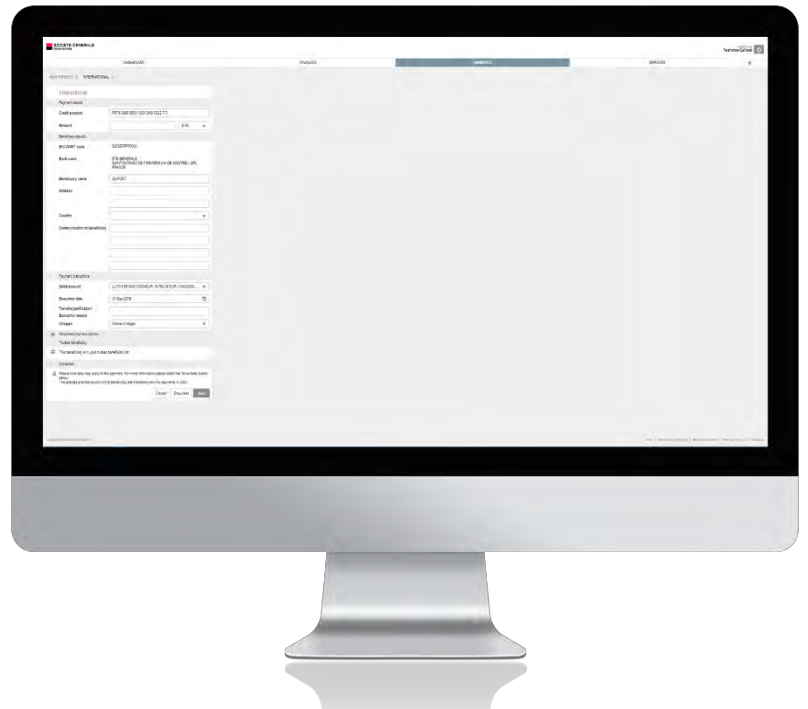
4 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm", to view the bank's tariff brochure, press "Show charges".
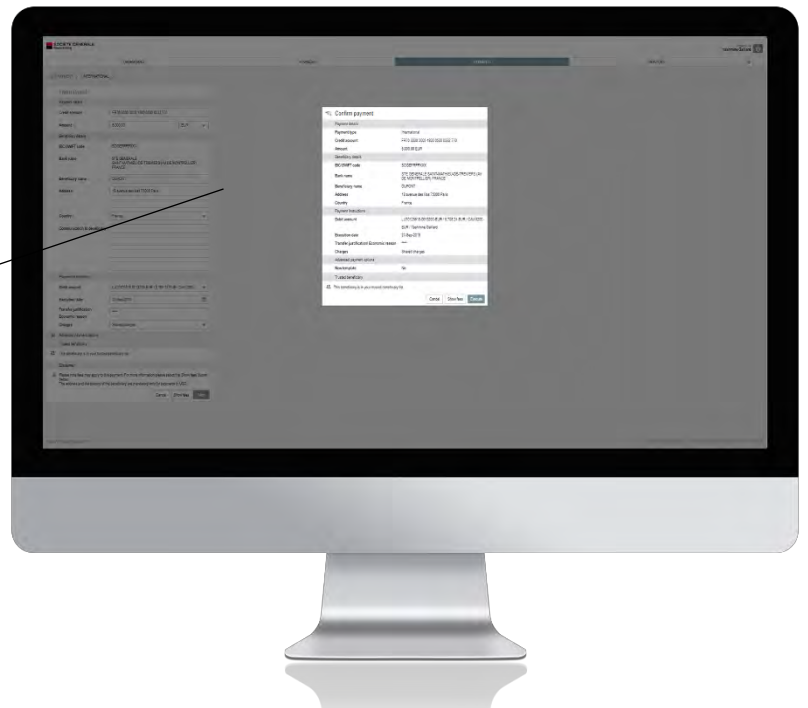
5   **You receive a notification on your mobile phone. Check the information and then press "Validate".**

6   **If the payee is not in your list of registered payees, you can add the payee by checking "Save payee" and then press "OK".**

7 You will receive a message confirming that your request has been processed. If you wish to attach a document, click on "Attach Document", print the proof of transfer, click on "Print Debit Advice", otherwise click on "OK" to continue.

Submitted for processing

Attach document(s)   Print debit order   OK

8 If you choose to attach a document, an email window will open. Configure your communication, insert an attachment if necessary, then click on "send".
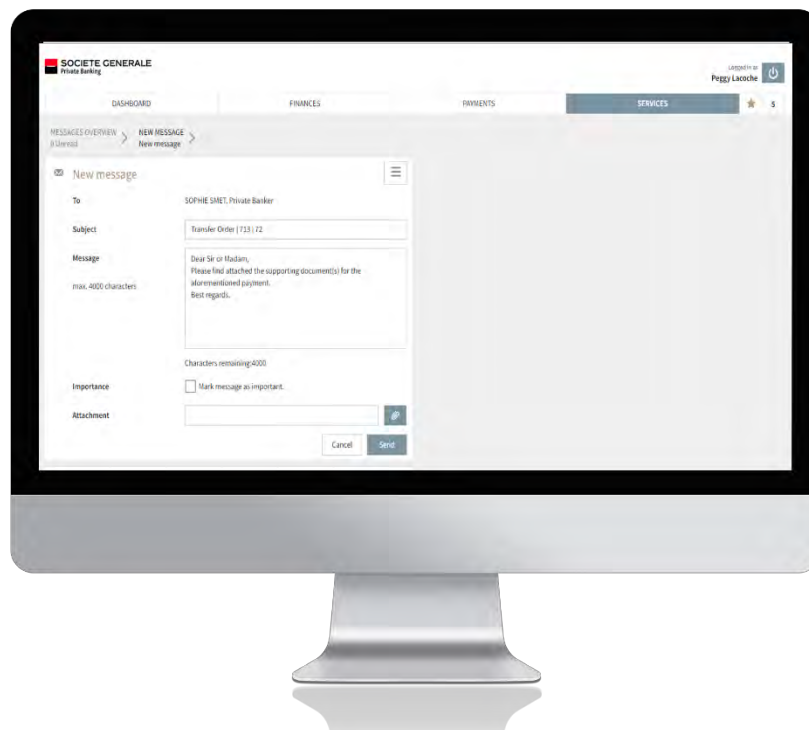
9 You can find your transfer in the "Recent transfers" section as well as all the details by double-clicking on the transaction line.
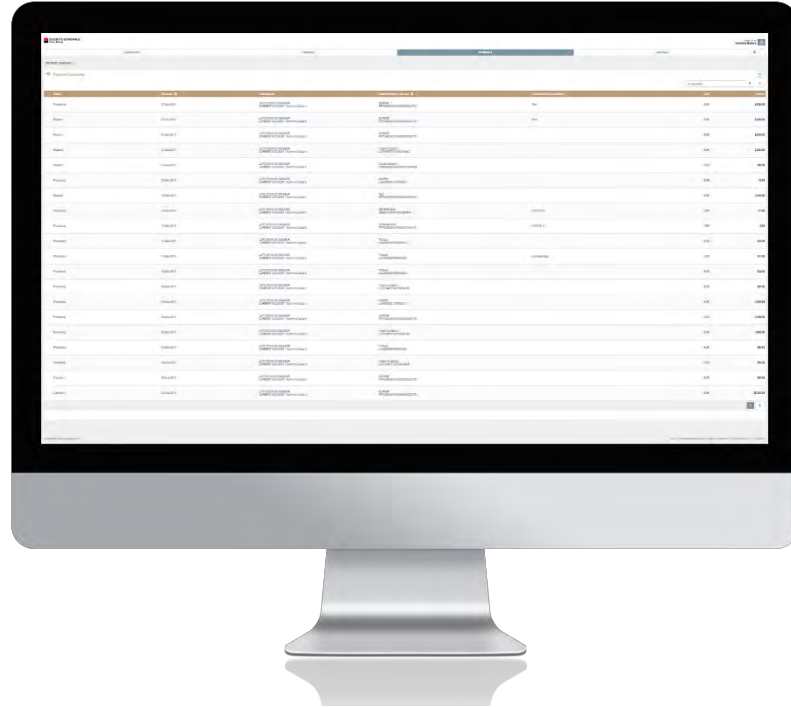
ADD A BENEFICIARY ON MOBILE PHONE

1 *Adding a beneficiary is only possible when entering a transfer.*
Press the menu ☰ at the top right.
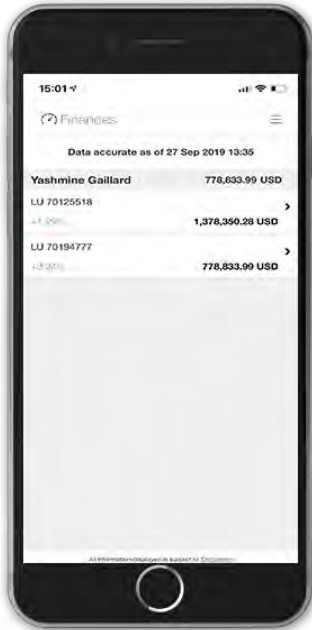
2 **Press the "Payments" tab and then "New transfer".**
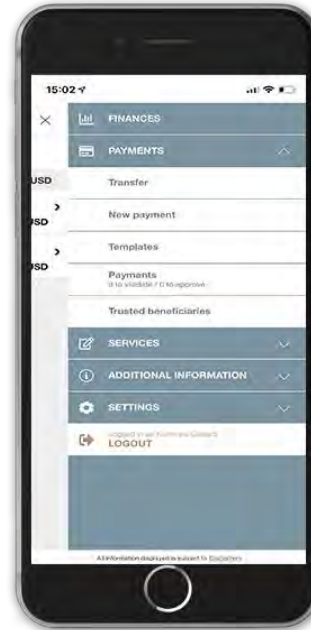
3 **Inform the beneficiary by entering one of the four proposed elements, then click on "Next". The name and bank of the beneficiary are only possible if they are already registered.**
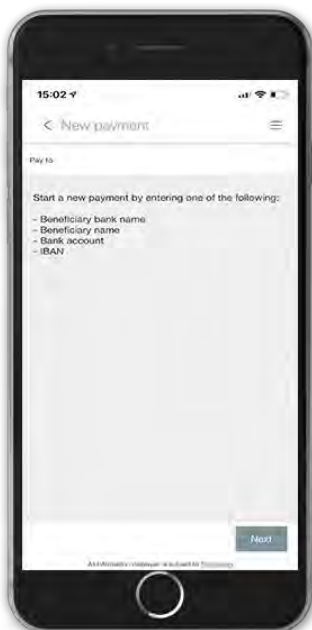
4 **Fill in the following mandatory fields: the amount to be credited, the name of the beneficiary, the account to be debited and the reason for the transfer and press "Next". The address and country of the beneficiary are only mandatory for transfers in USD.**
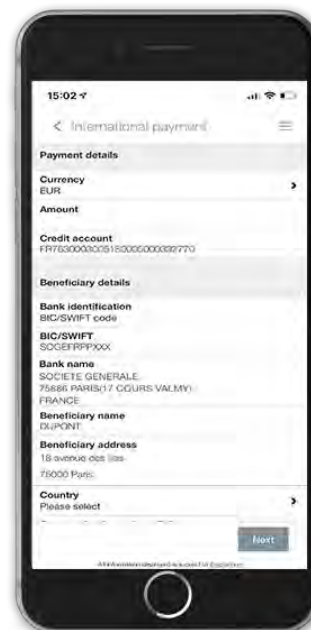
5 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm", to view the bank's tariff brochure, press "Show charges".
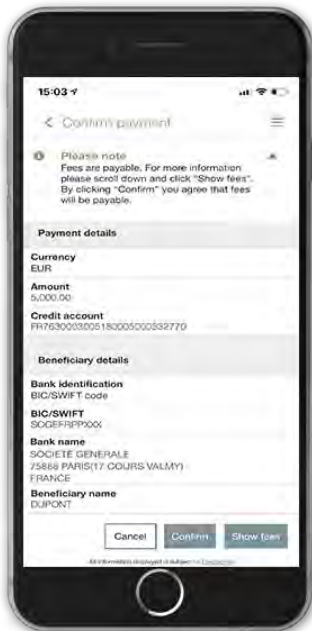
6 If you have set up facial or fingerprint recognition, place your finger on the fingerprint sensor or your face in front of the camera to confirm the operation. Otherwise, please enter your PIN code and confirm by pressing "OK".

7 If the payee is not in your list of registered payees, you can add the payee by checking "Save payee" and then press "OK".

8 You will receive a message confirming that your request has been processed. If you wish to attach a document, press "Attach Document", otherwise press "OK".
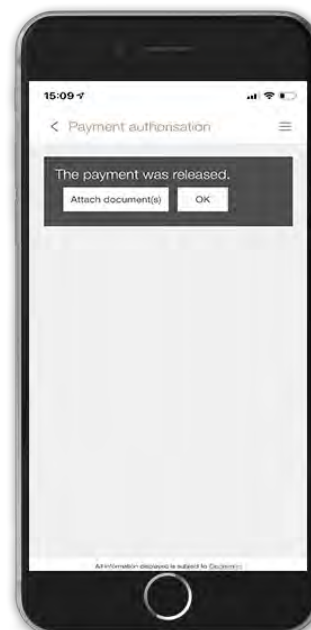
ADD A BENEFICIARY ON COMPUTER / TABLET

1 *Adding a beneficiary is only possible when entering a transfer.*
Place your cursor on "Payments" and select "New payment".

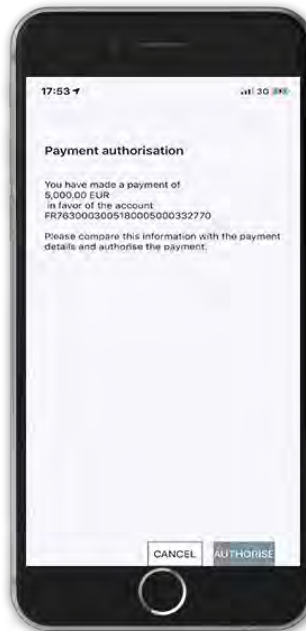**2** **Inform the beneficiary by entering one of the four proposed elements, then click on "Next".**

3 Fill in the following mandatory fields: the amount to be credited, the name of the beneficiary, the account to be debited and the reason for the transfer. Then click on "Next".
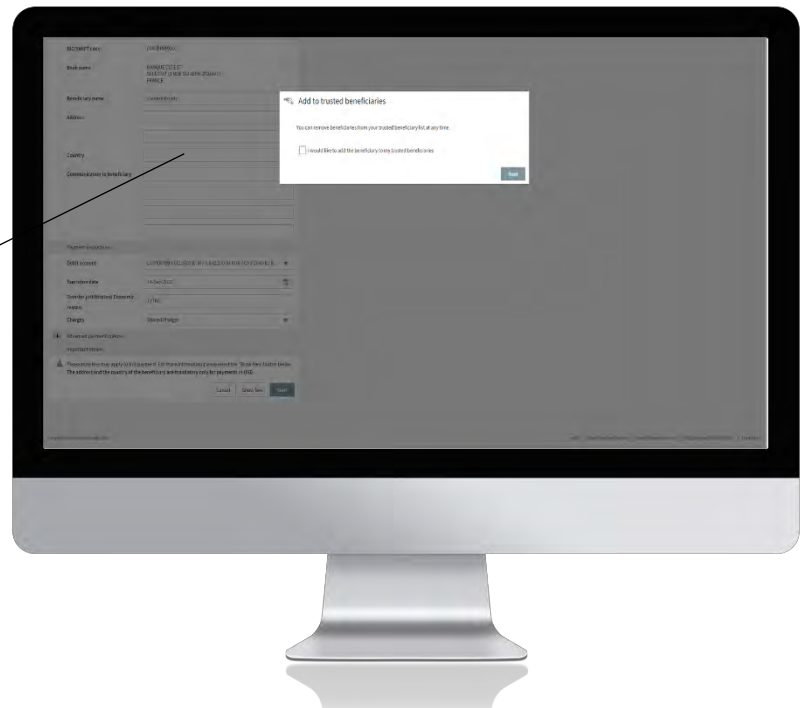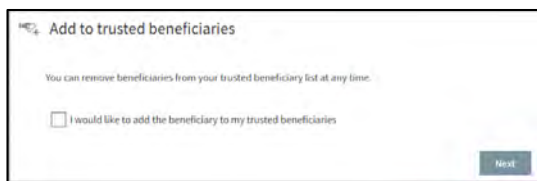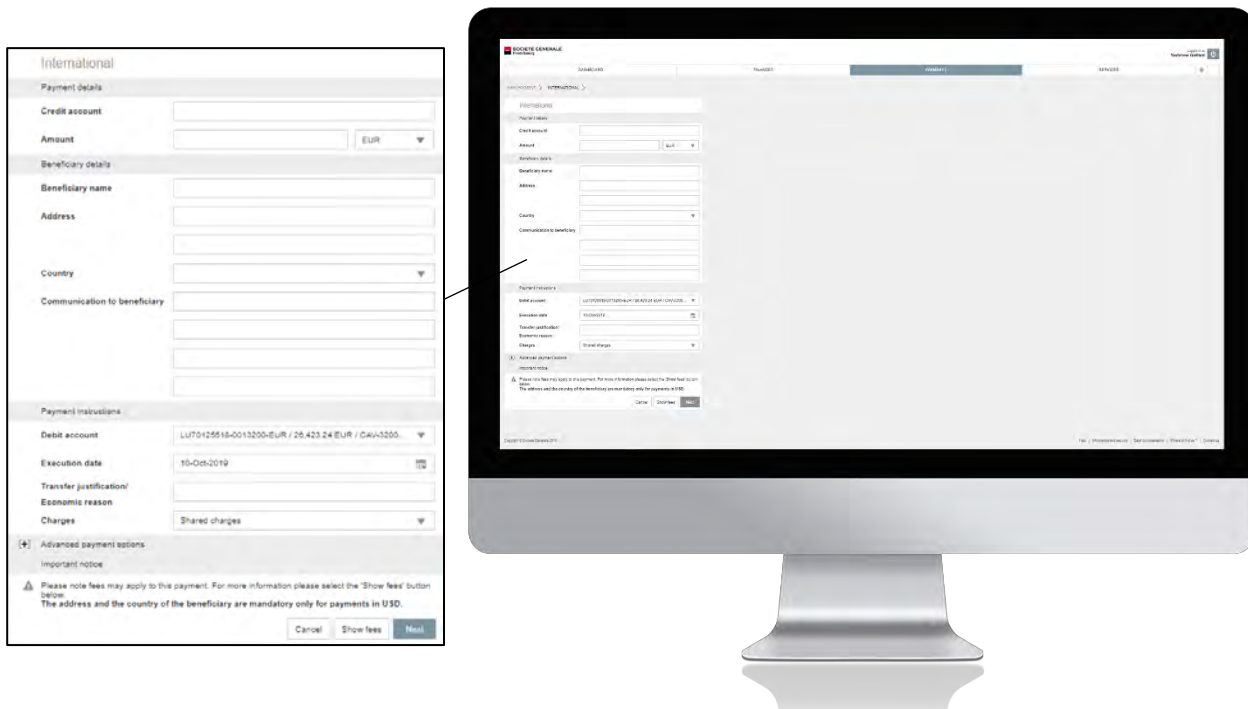

4 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm", to view the bank's tariff brochure, press "Show charges".

5 **You receive a notification on your mobile phone. Check the information and then press "Validate".**

6 **If the payee is not in your list of registered payees, you can add the payee by checking "Save payee" and then press "OK".**

DELETE A BENEFICIARY (ON COMPUTER / TABLET ONLY)

1   **Place your cursor on "Payments" and select "Registered payees".**
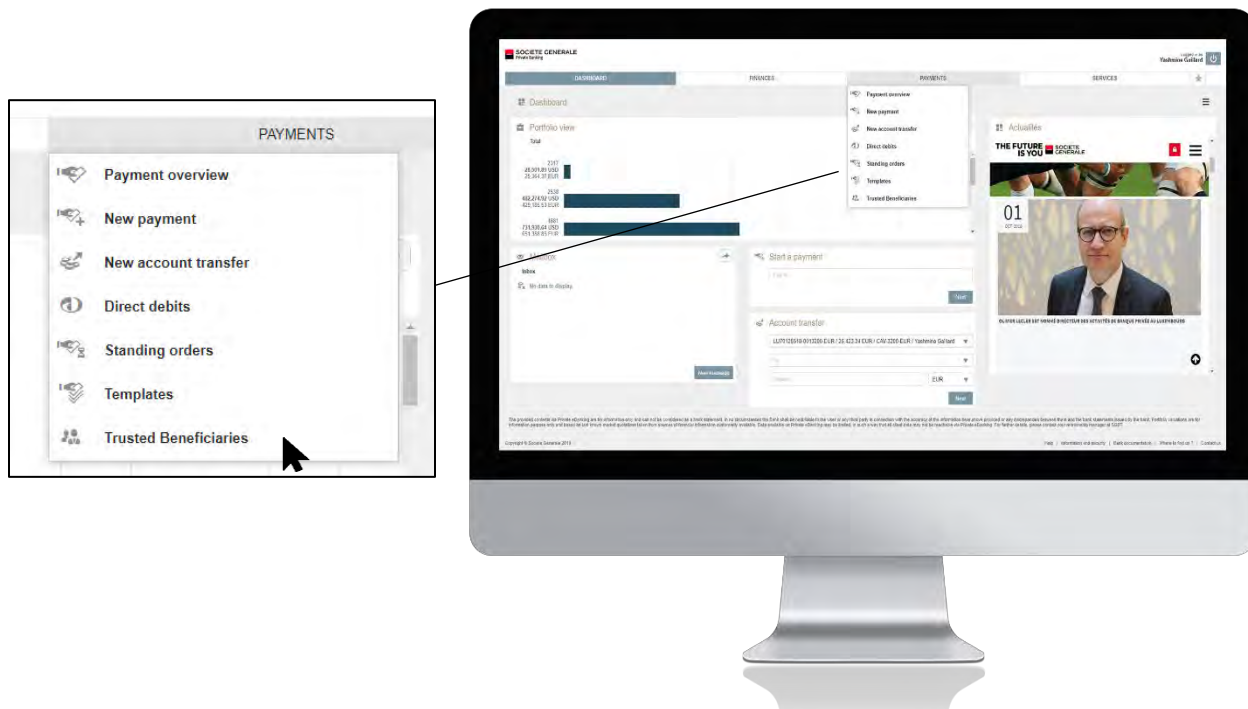
2   **Click on "Delete Beneficiaries" at the bottom right.**

Delete beneficiaries
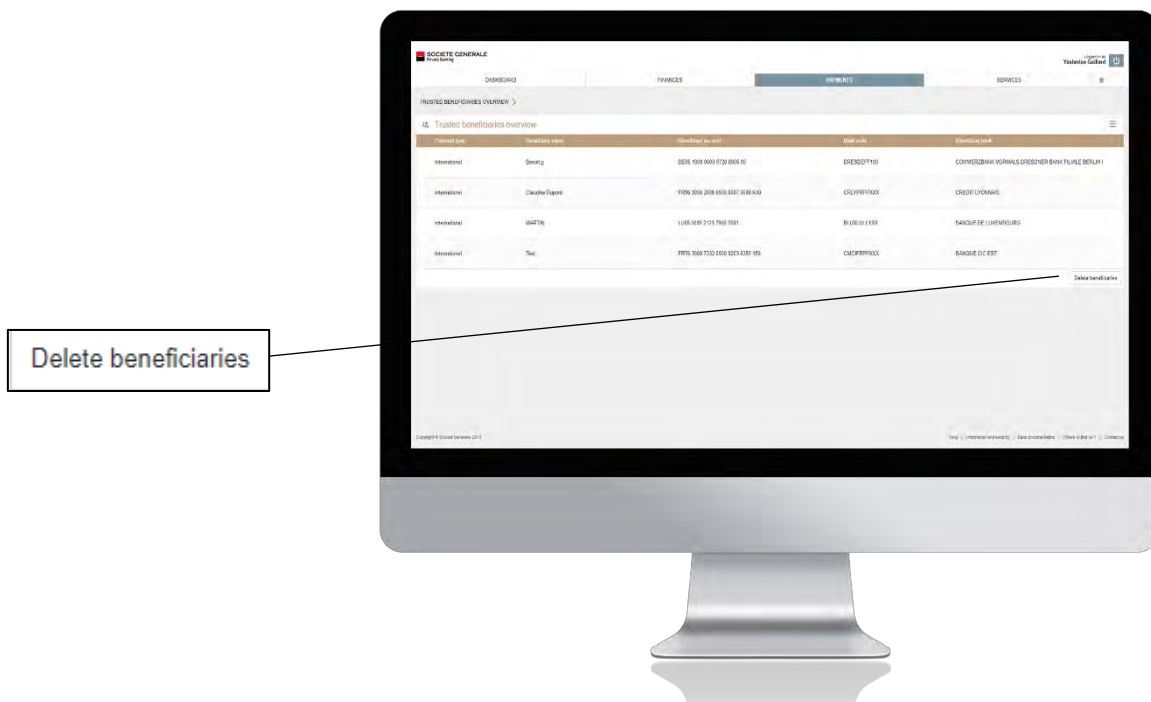
3 Select the beneficiary to be deleted, by checking the corresponding box, then click on "Delete" at the bottom right.
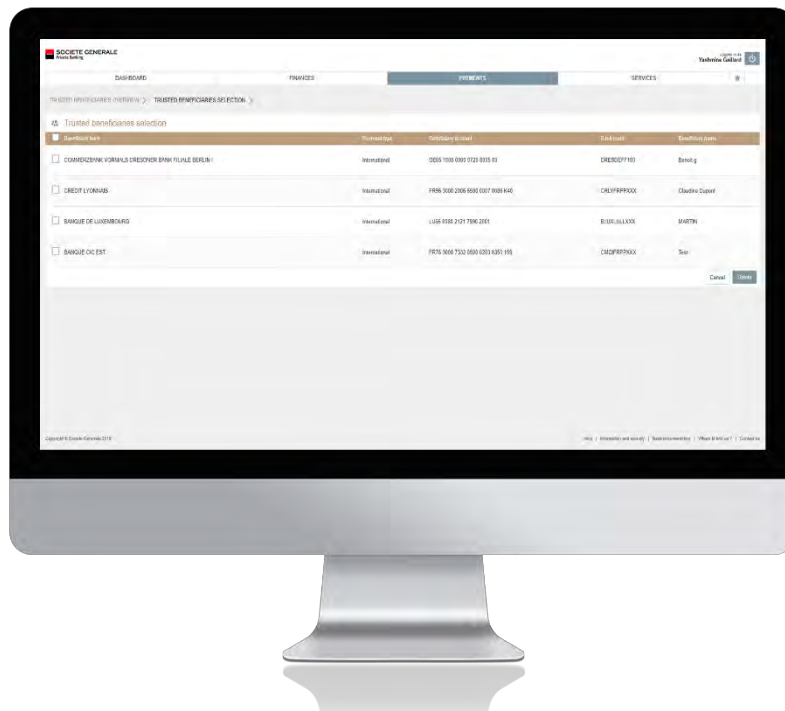
4 A confirmation message will appear, click "Confirm" to continue.

Confirm delete

Please select 'Confirm to delete all the selected trusted beneficiaries.

Cancel   Confirm
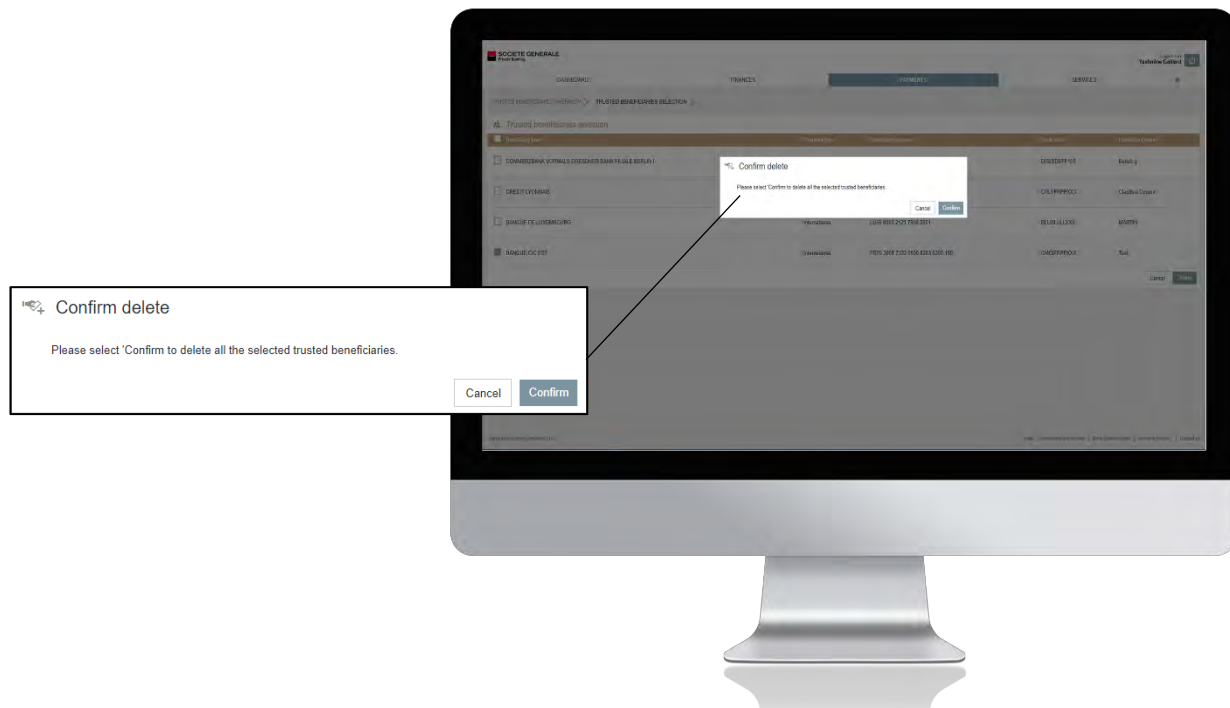
MAKE A TRANSFER BETWEEN YOUR ACCOUNTS ON MOBILE

1 **Press the menu ≡ at the top right.**
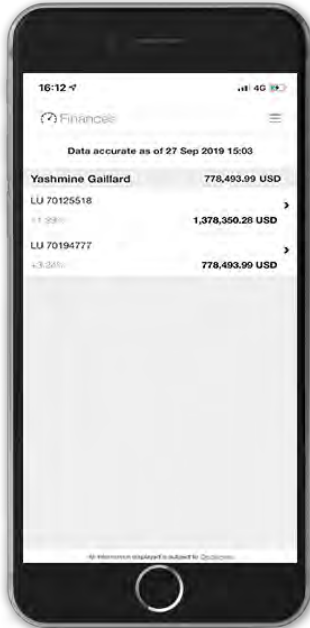
2 **Press the "Payments" tab, then "Transfer".**
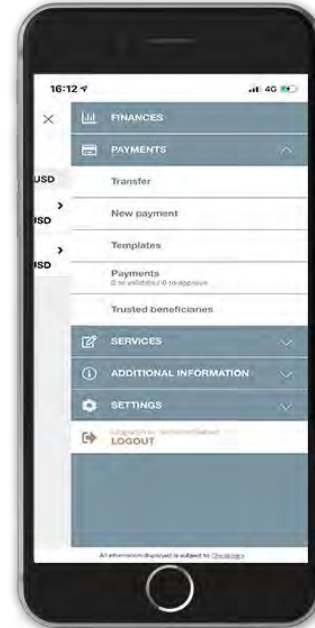
3 **Fill in the various free fields and press "Next".**
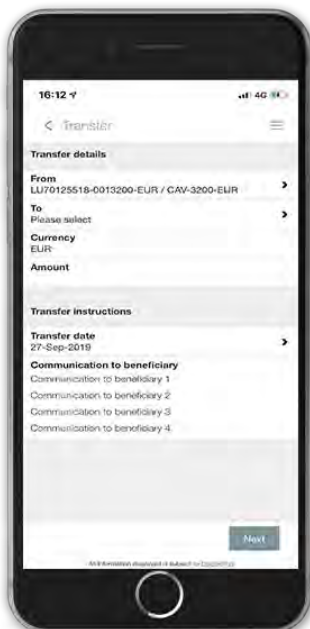
4 **Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm".**
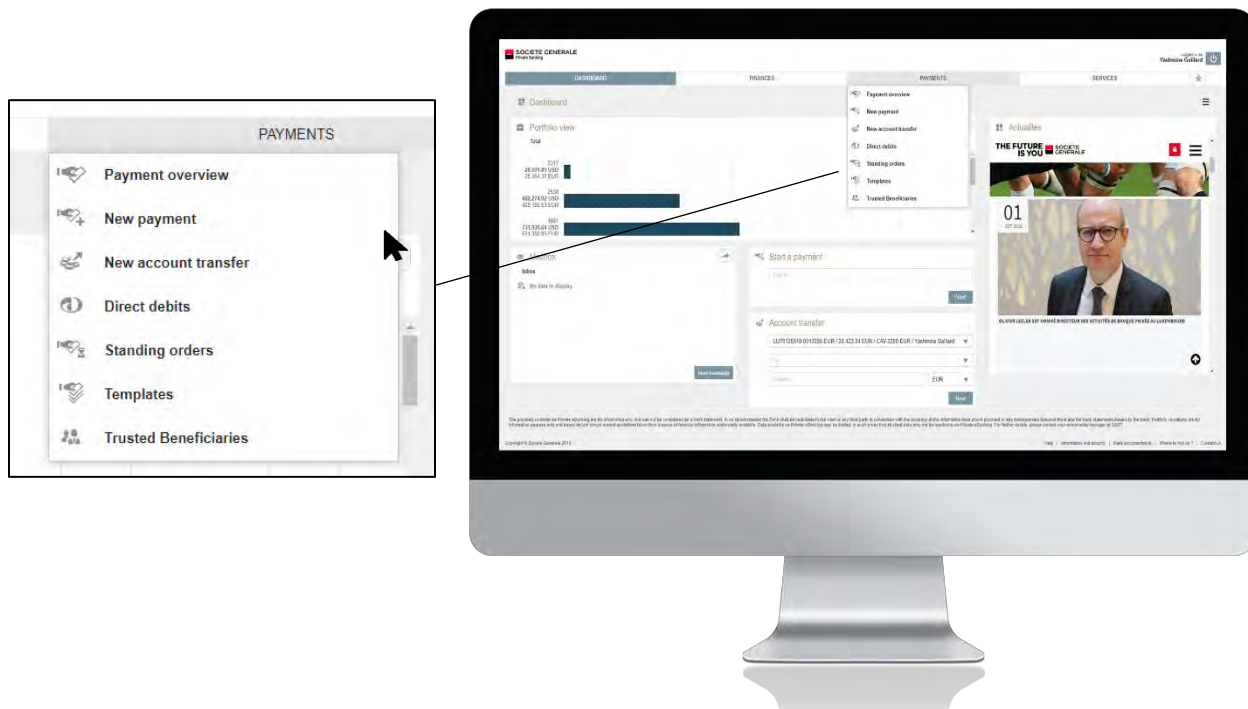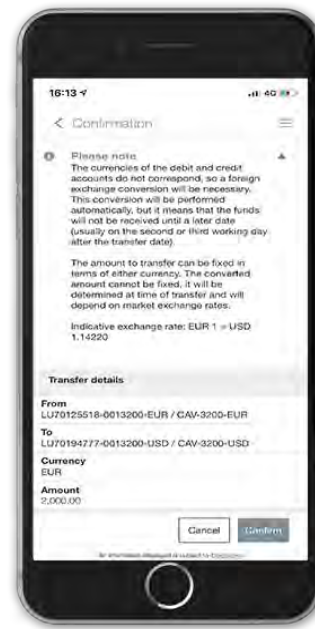
5 You will receive a message confirming that your request has been processed. If you wish to attach a document, press "Attach a document", otherwise press "OK".
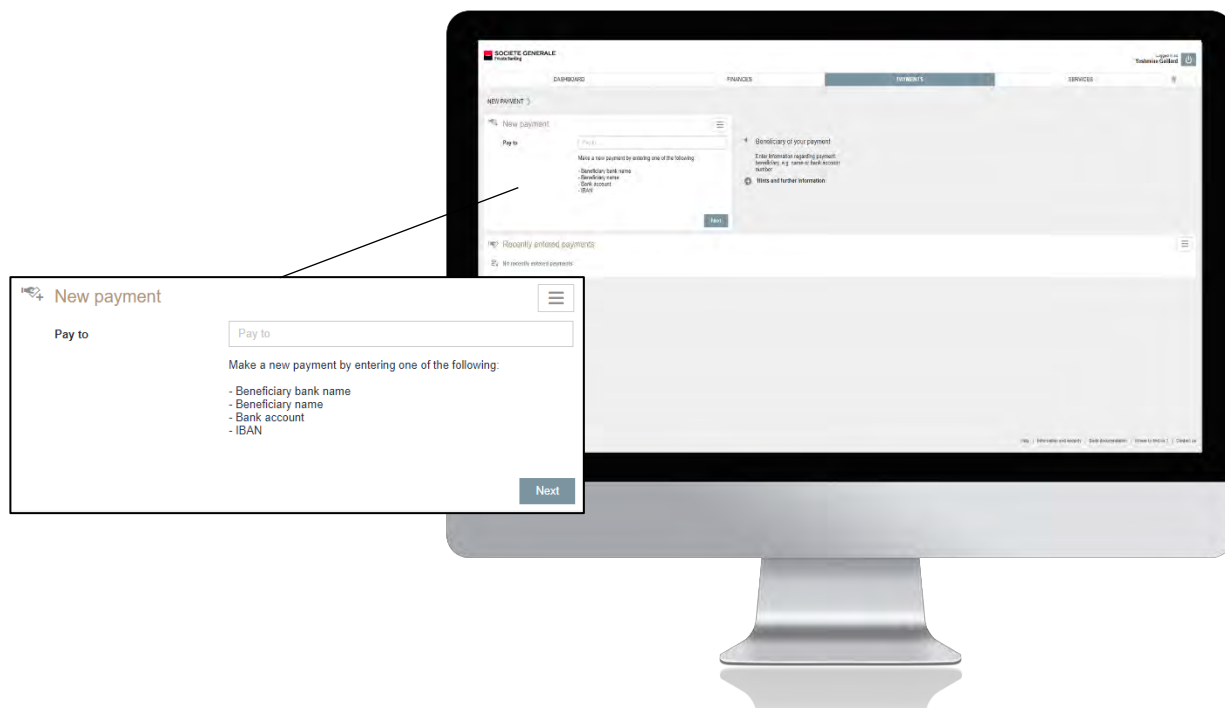

6 When you click on "Attach a document", an email window will open.

7 Cliquer sur l'icône « pièce jointe » et choisissez votre document.

8 Vous pouvez retrouver vos virements dans « Paiements/Aperçu des virements ». Vous pouvez visualiser les détails d'un virement en cliquant dessus.
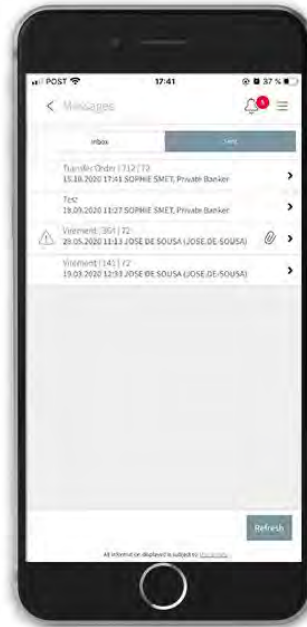
MAKE A TRANSFER BETWEEN YOUR ACCOUNTS ON COMPUTER / TABLET

1 Place your cursor on "Payments" and select "New transfer between your accounts".
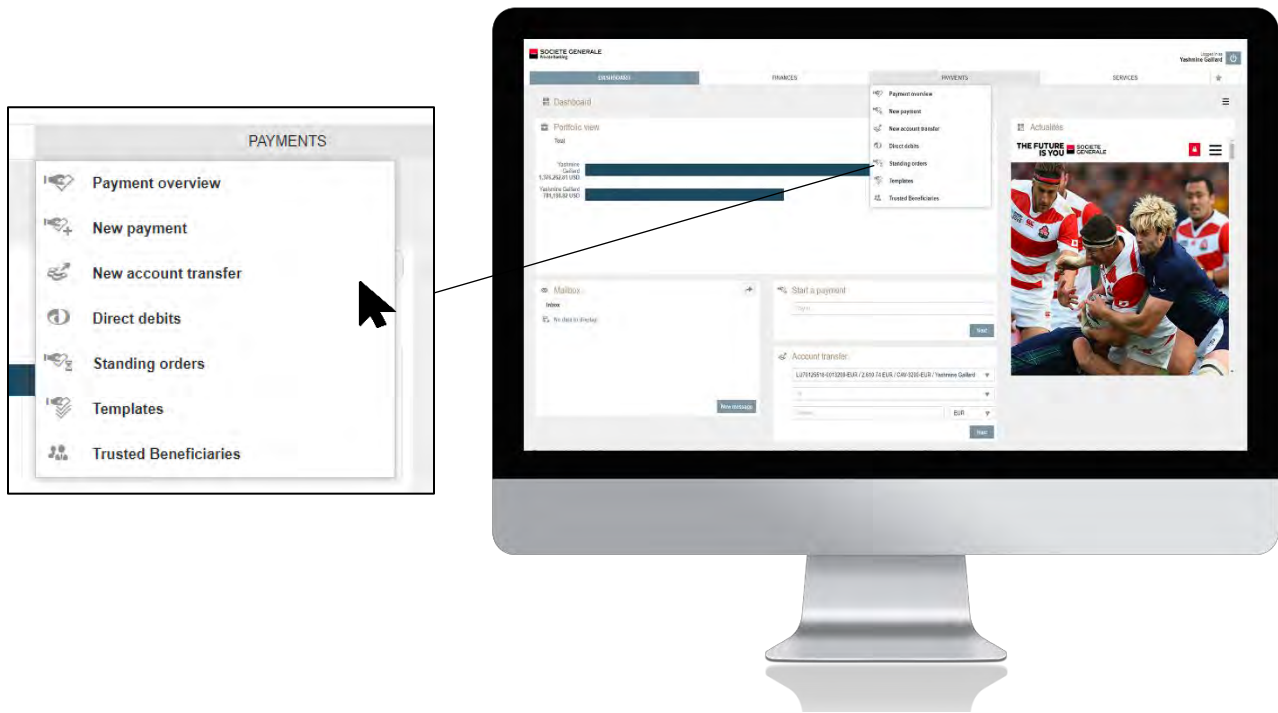
2 Fill in the accounts to be debited and credited as well as the amount and then click on "Next".
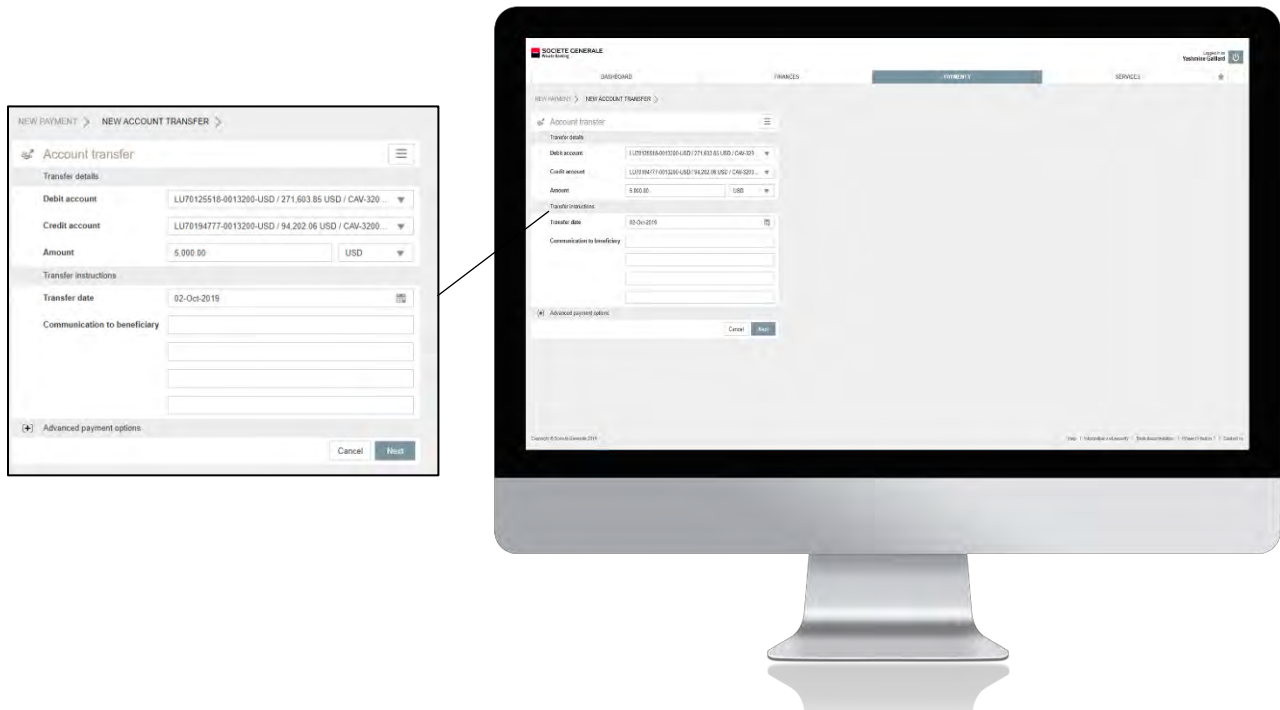
3 Read the summary of the transfer carefully. To modify it, click on "Cancel", to proceed with the transfer, press "Confirm".

Confirm payment

Transfer details

Payment type	Account transfer
Debit account	LU70125518-0013200-USD / 271,603.85 USD / CAV-3200-USD / Yashmine Gaillard
Credit account	LU70194777-0013200-USD / 94,202.06 USD / CAV-3200-USD / Yashmine Gaillard
Amount	5,000.00 USD

Transfer instructions

Transfer date	02-Oct-2019

Advanced payment options

New template	No

Cancel Confirm
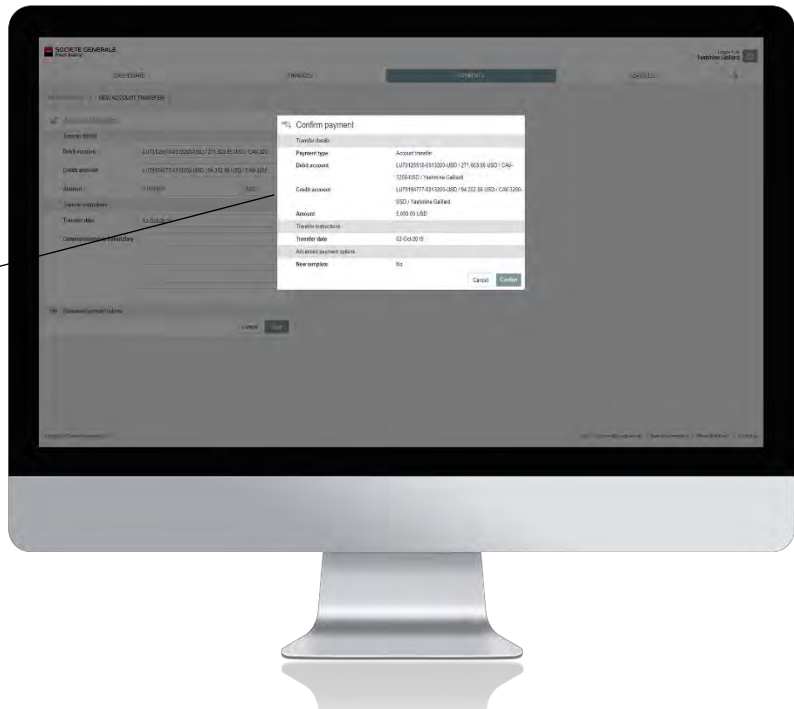
4 You will receive a message confirming that your request has been processed. If you wish to attach a document, click on "Attach Document", print the proof of transfer, click on "Print Debit Advice", otherwise click on "OK" to continue.

Submitted for processing

Your payment transfer request is being processed by your bank. In case of deffered payment transfer request, it can be modified or canceled up to the day before the requested execution date. You may attach a supporting document and print the debit order.

Attach document(s)   Print debit order   OK

5 If you choose to attach a document, an email window will open. Configure your communication, insert an attachment if necessary, and then click on "send".

6 You can find your transfer in the "Recent transfers" section as well as all the details by double-clicking on the transaction line.
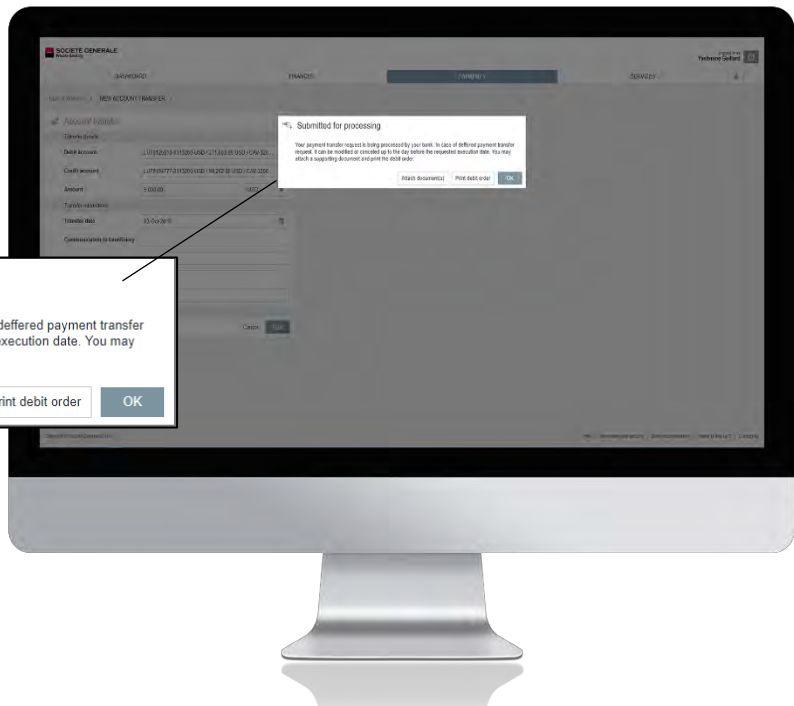
CANCEL A TRANSFER ON MOBILE

1 **Press the menu** ☰ **at the top right.**
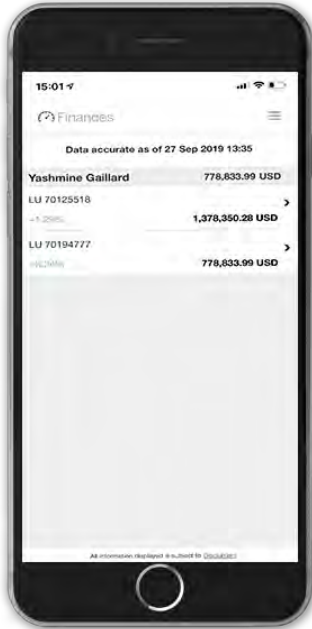
2 **Press the "PAYMENTS" tab, then "Transfer Overview".**
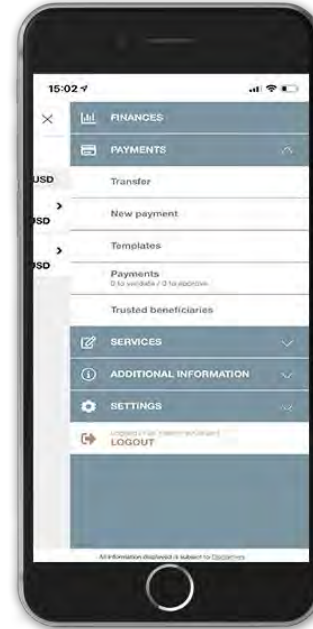
3 **The complete list of your transfers appears. Select the transfer ("Pending") you wish to cancel. Only transfers with the statuses "entered" and "pending validation" can be cancelled.**
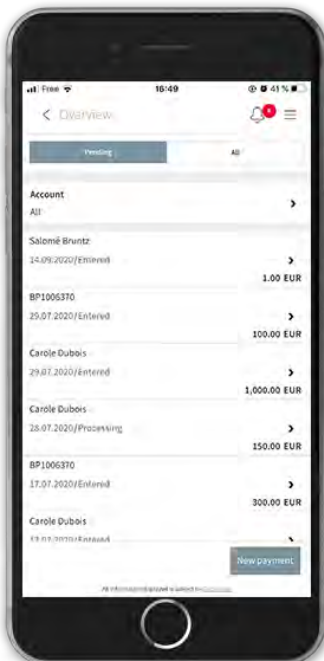
4 **Press "Delete transfer".**

5 **Press "Confirm" to finalize the cancellation of your transfer. The status of the transfer is now displayed as "Cancelled".**

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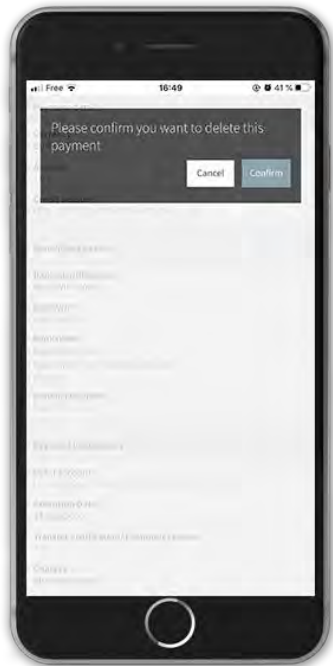
CANCEL A TRANSFER ON COMPUTER / TABLET

1 *You cannot cancel a transfer if the order execution date is later than 24 hours.*
Place your cursor on "Payments" and select "Payment overview".
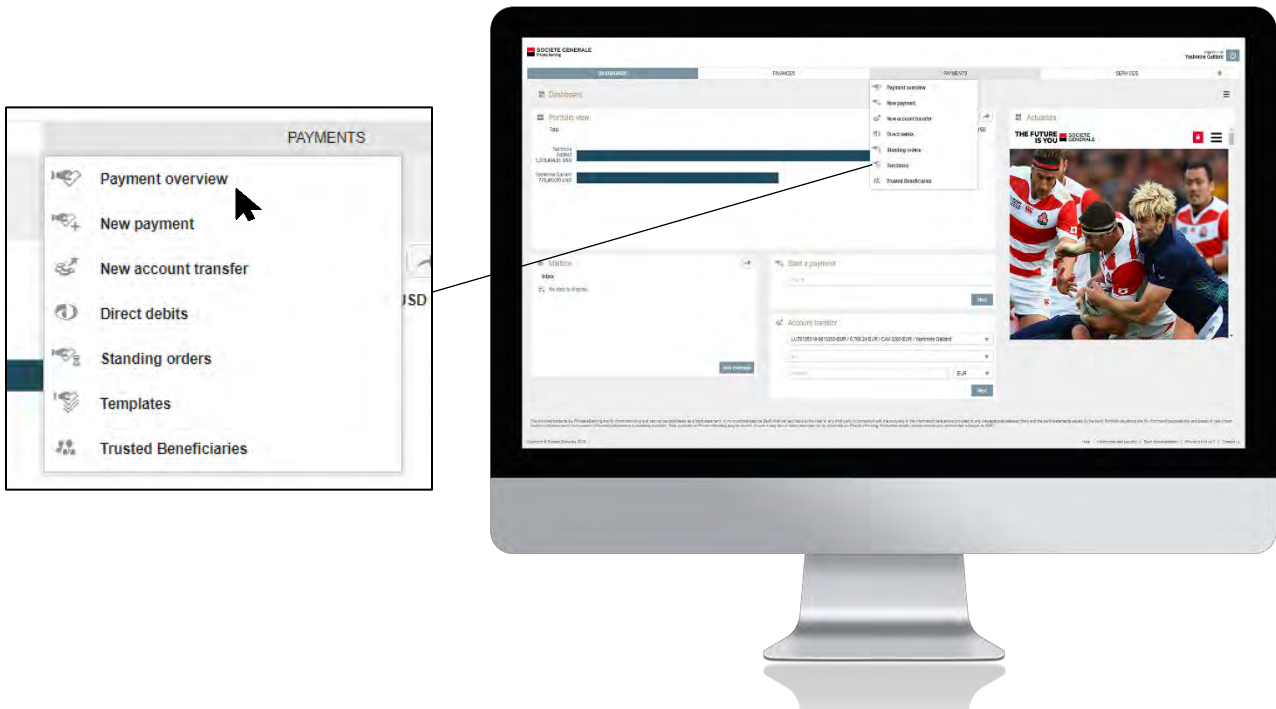
2 **The complete list of your transfers appears. Click on "Delete payments" at the bottom right to cancel a transfer.**

3   **Tick the transfer you wish to cancel and then click on "Delete".**
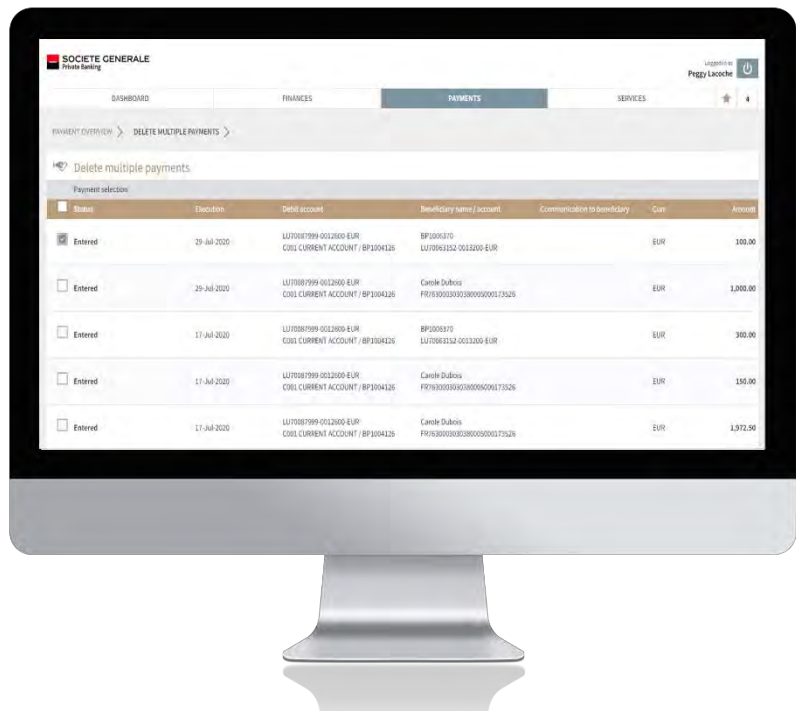
4   **A confirmation message appears, click on "Confirm".**
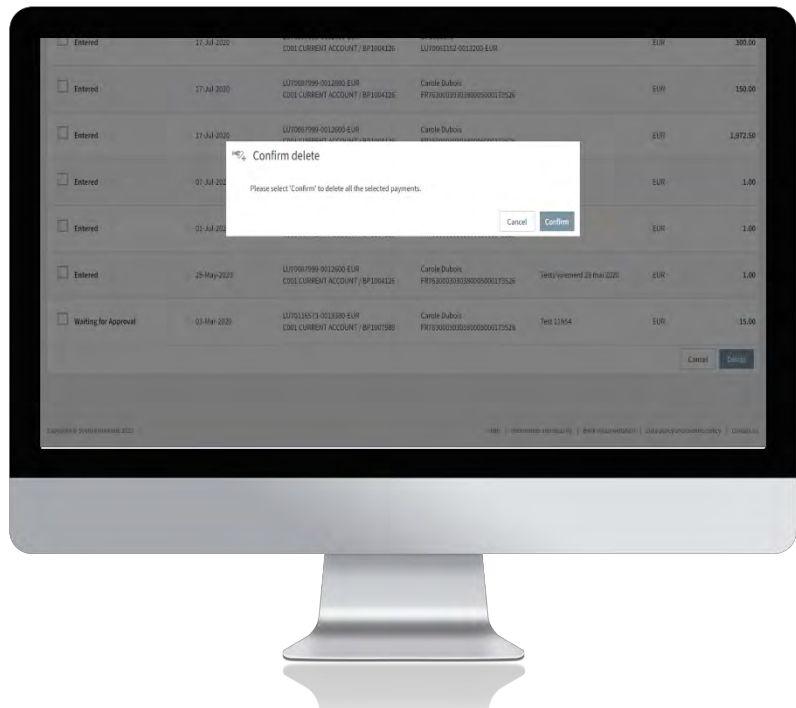
5   **Your transfer cancellation has been taken into account and the status of the transfer is now displayed as "Cancelled".**
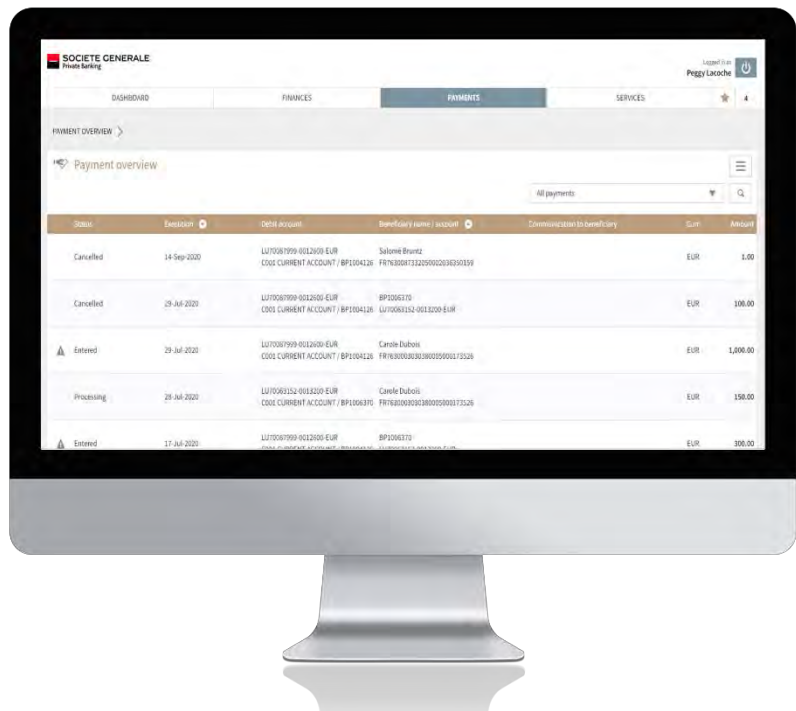
VIEW YOUR RECENT TRANSFERS

1 Place your cursor on "Payments" and select "Payment overview".
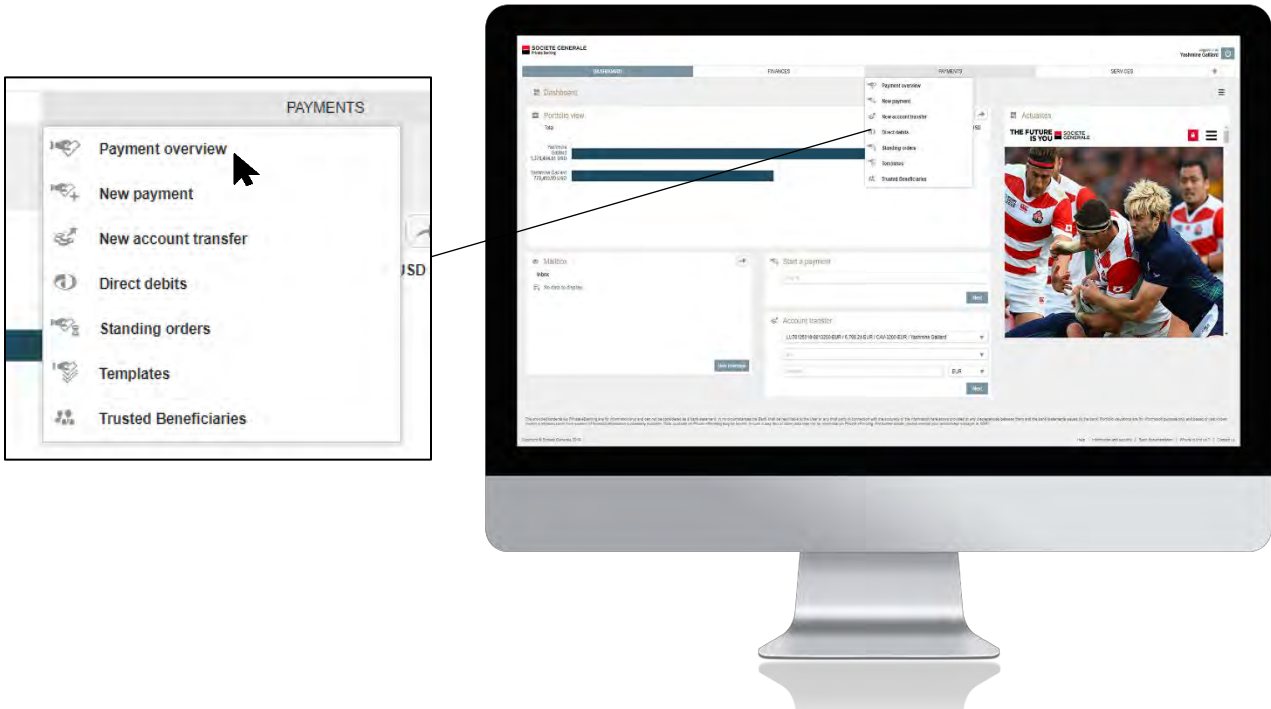
2 The complete list of your pre-authorized debits appears. You can refine your search by using the filter at your disposal or the search function.
To obtain more details, click on the sample you wish to view.
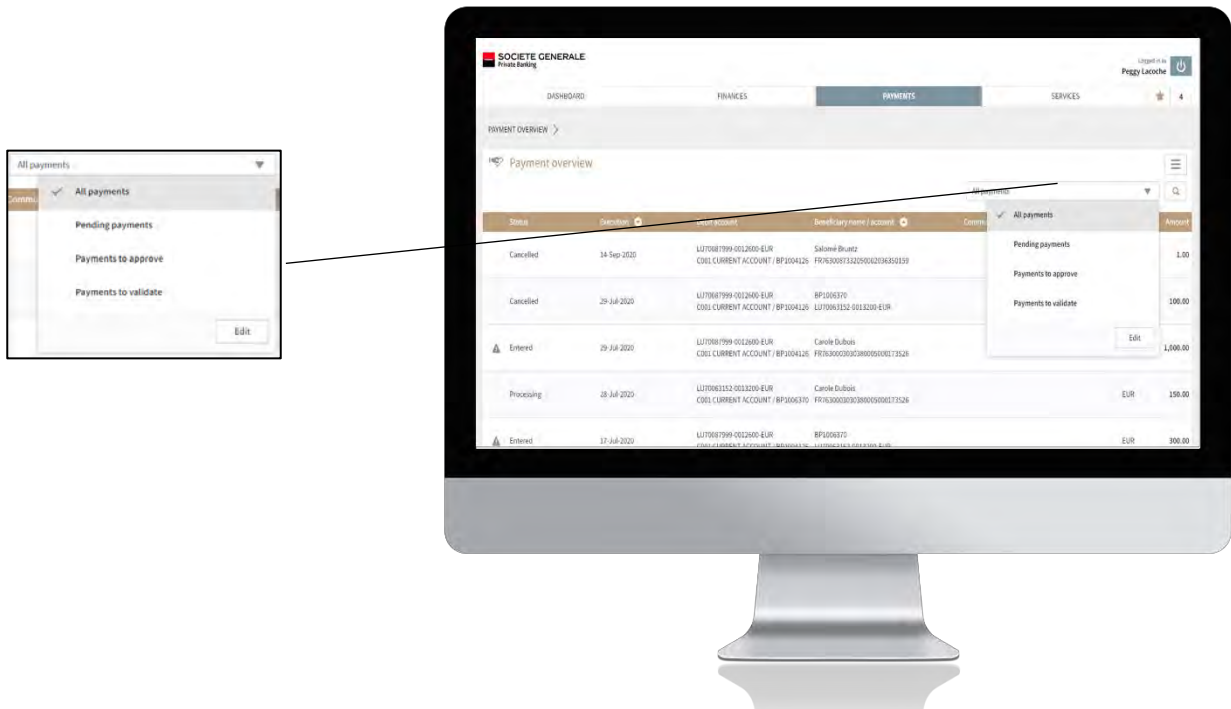
3 You can export the details of a standing order as a PDF file by clicking on ☰ in the top right-hand corner and then on "Export to PDF".
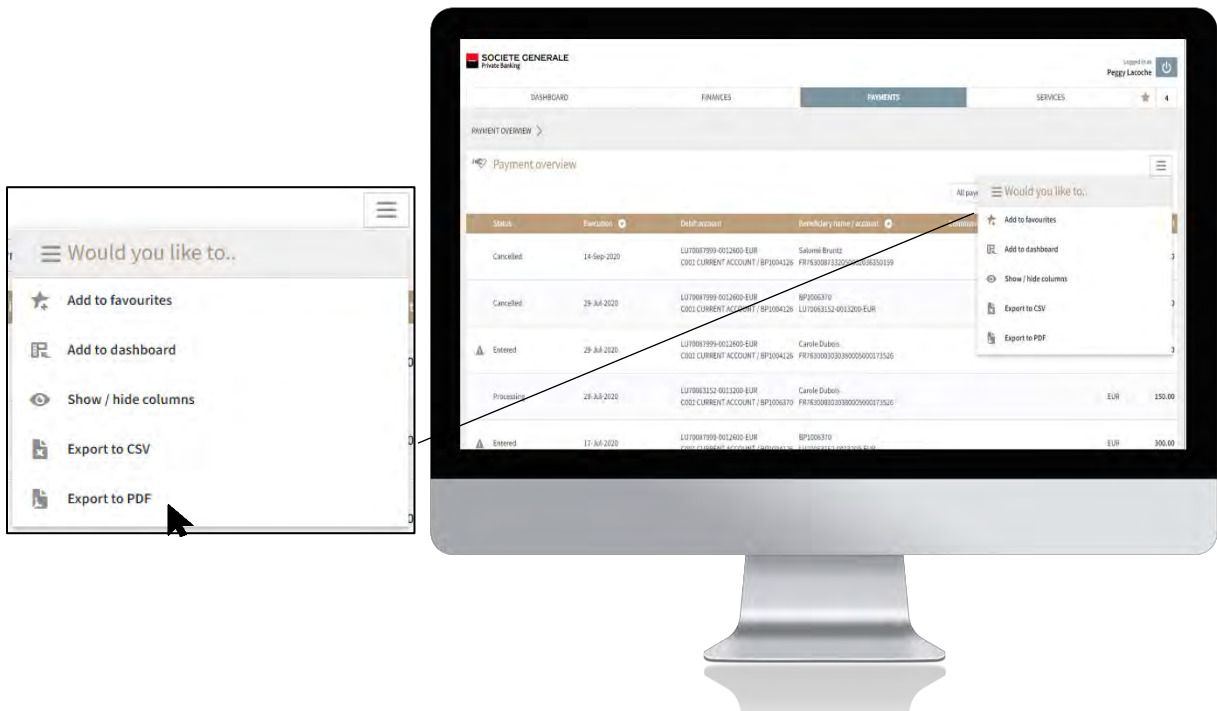
4 A document is directly saved in your "Downloads" folder, you can also save it in the folder of your choice.
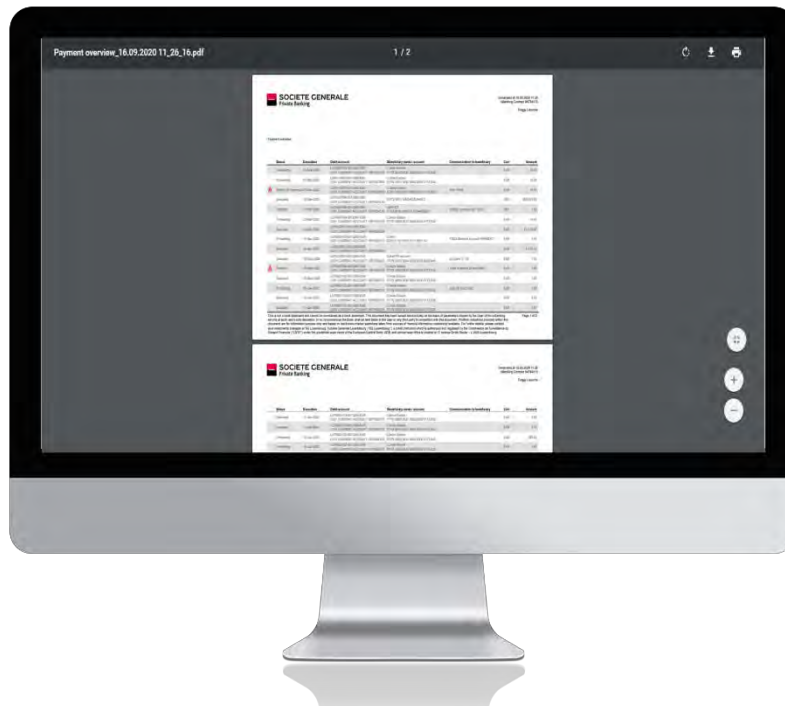
THE DIFFERENT STATUSES OF TRANSFERS

1 **You can find below the different statuses of your transfers:**

STATUS	DESCRIPTION
Awaiting Treatment/Entered	The transfer has this status when it has been validated in the tool by the initiator of the transfer or by a third party. It can be a transfer with execution date "current date" or execution date "deferred date". In the latter case, the transfer will remain in "Pending Processing/Secured" status until the execution request date. At this point the transfer can be modified or cancelled. It keeps this status until it is transmitted to the bank.
Awaiting validation	This intermediate status appears in cases where the transfer has to be validated by a third party. At this stage, the transfer is not transmitted to the bank; it will be transmitted once it has been validated.
In process/Transmitted	This status indicates that the transfer has been transmitted to the bank. At this point, the transfer can no longer be modified by the customer.
Executed	This status confirms that the transfer has been processed and executed by the bank. No further action can be taken on this transfer, apart from viewing it.
Rejected	This status indicates that the transfer has not been executed by the bank. No further action can be taken on this transfer, except for viewing it.
Cancelled	This status appears if you have cancelled the transfer.

VIEW YOUR STANDING ORDERS

1 Place your cursor on "Payments" and select "Standing orders".

2 The complete list of your standing orders appears. You can refine your search by using the two filters at your disposal. To obtain more details, click on the transfer you wish to consult.

3 You can export the details of a standing order as a PDF file by clicking on ☰ in the top right-hand corner and then on "Export as PDF".

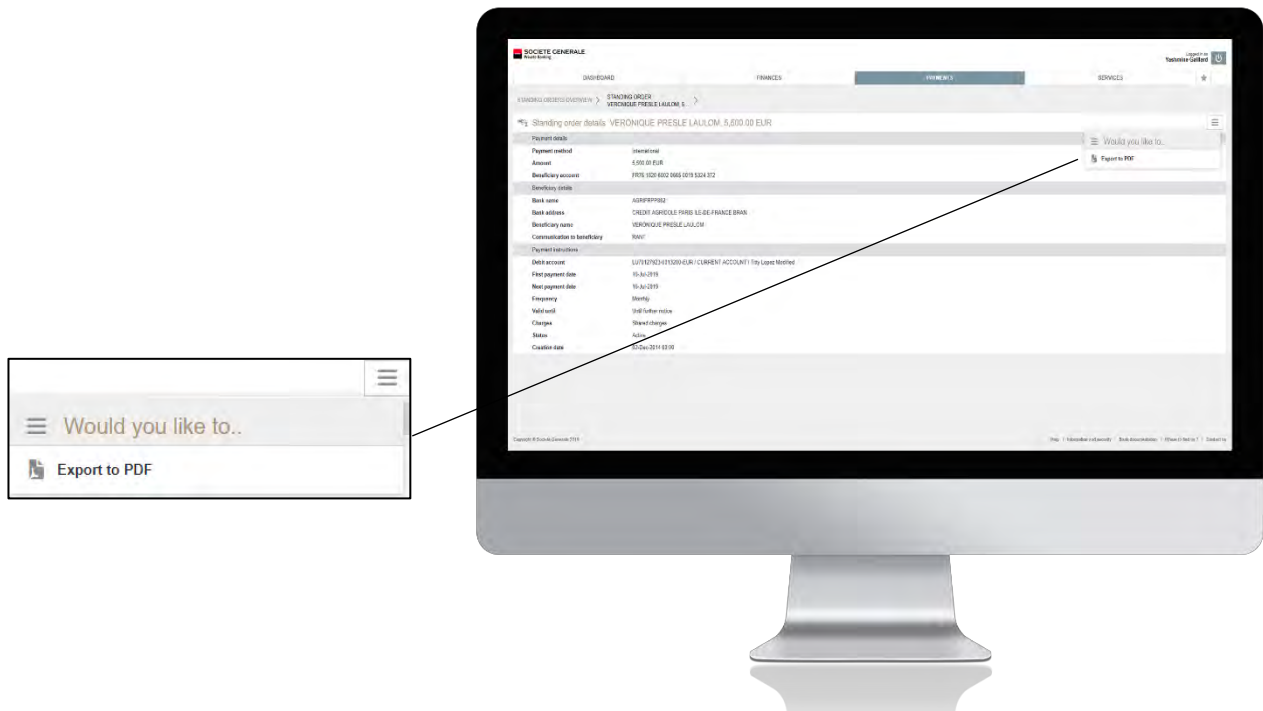**4** A document is directly saved in your "Downloads" folder, you can also save it in the folder of your choice.

VIEW YOUR DIRECT DEBITS

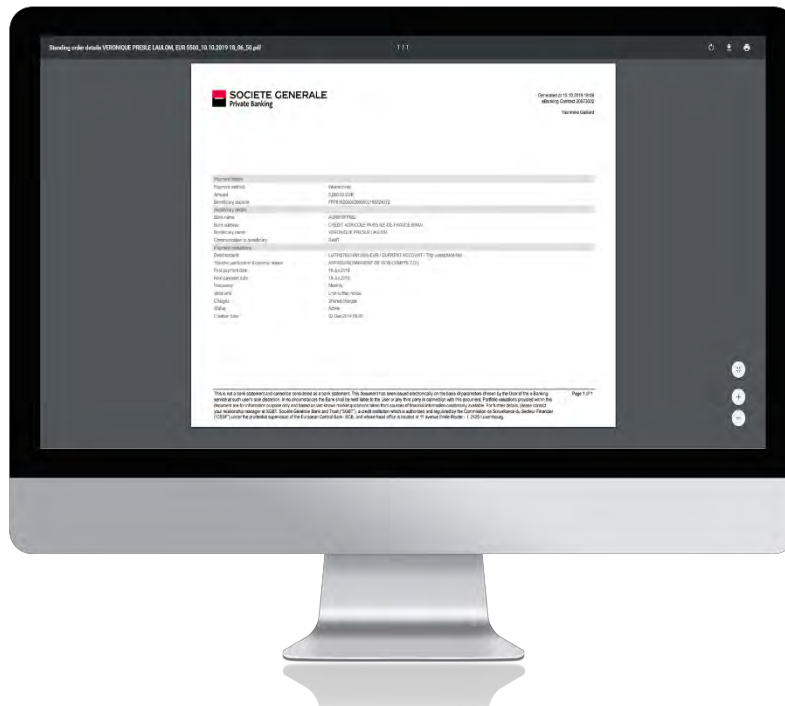**1** Place your cursor on "Payments" and select "Direct debits ".

2 The complete list of your direct debits appears. You can refine your search by using the two filters at your disposal. To obtain more details, click on the sample you wish to view.

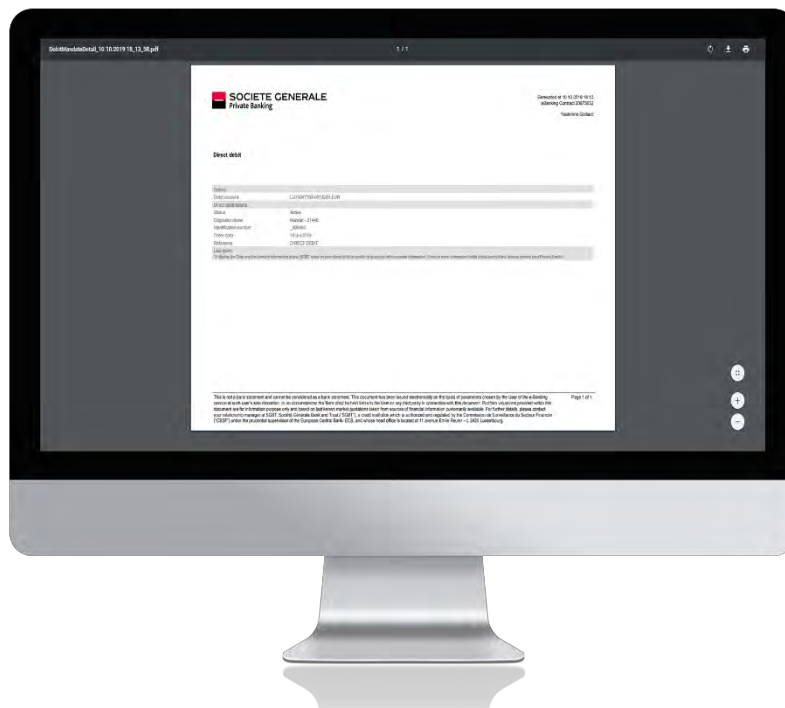**3** You can export the details of a direct debit as a PDF file by clicking on ☰ in the top right and then on "Export as PDF".
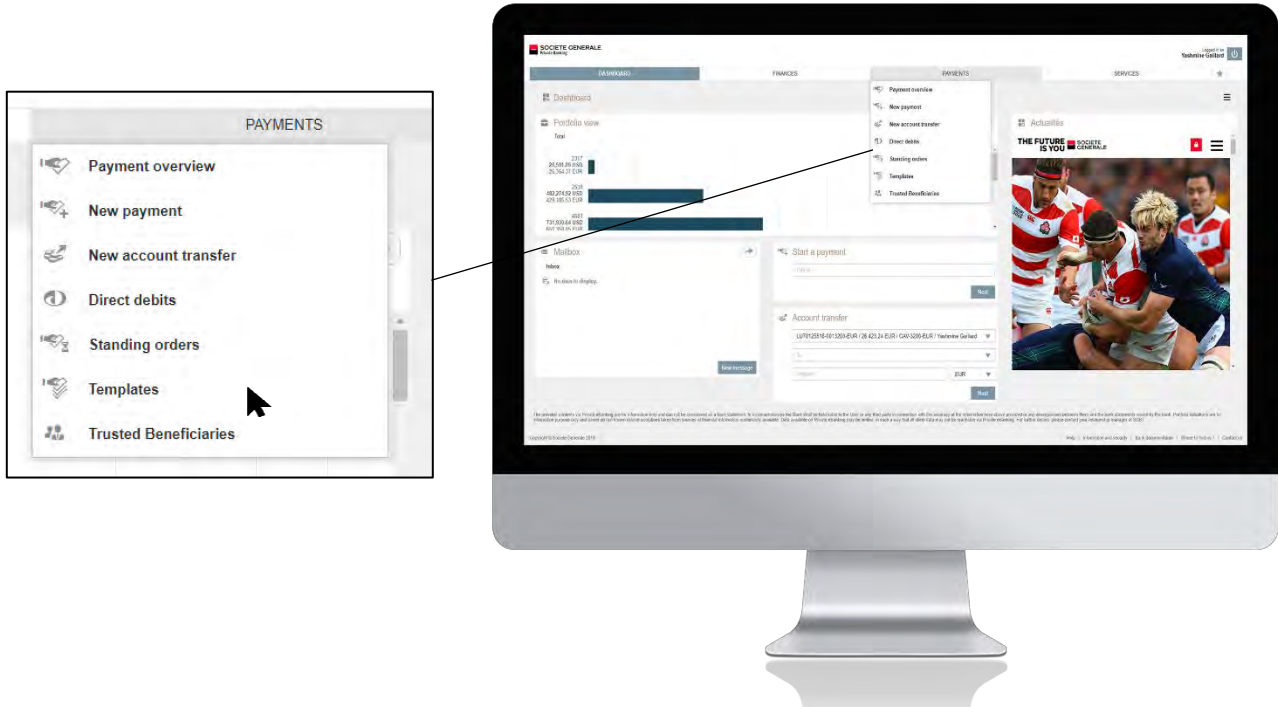

4 A document is directly saved in your "Downloads" folder, you can also save it in the folder of your choice.
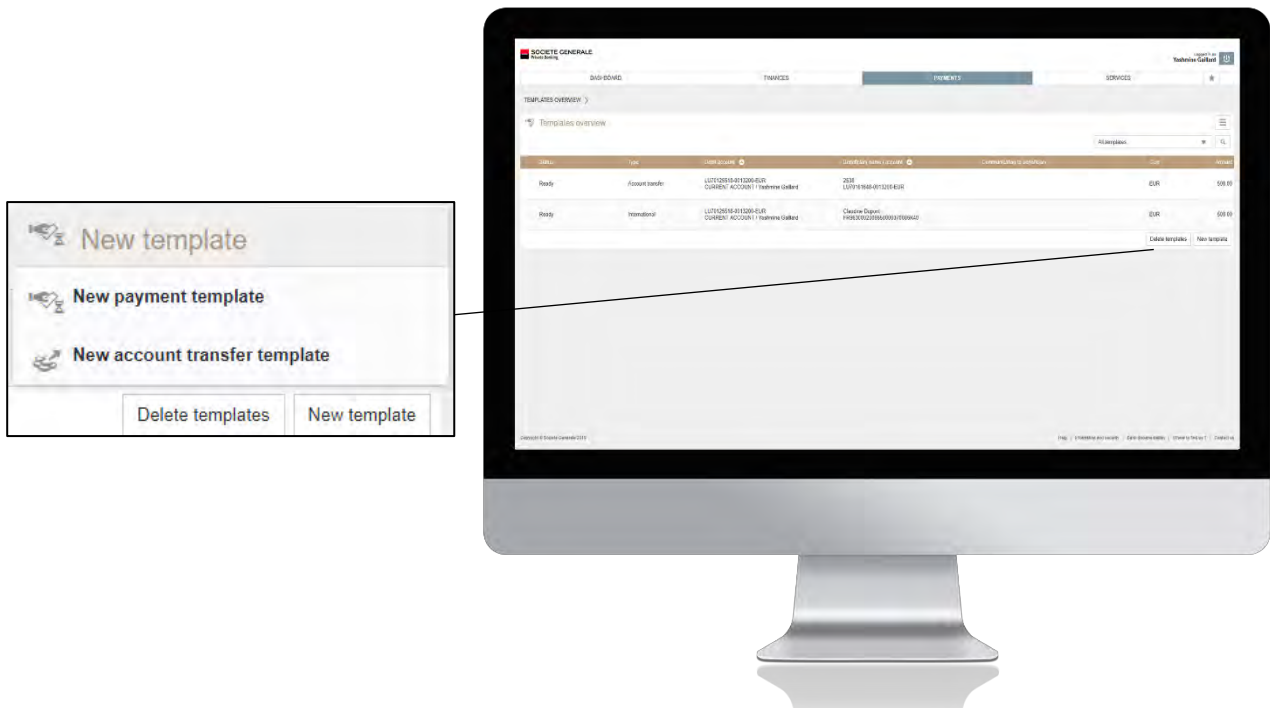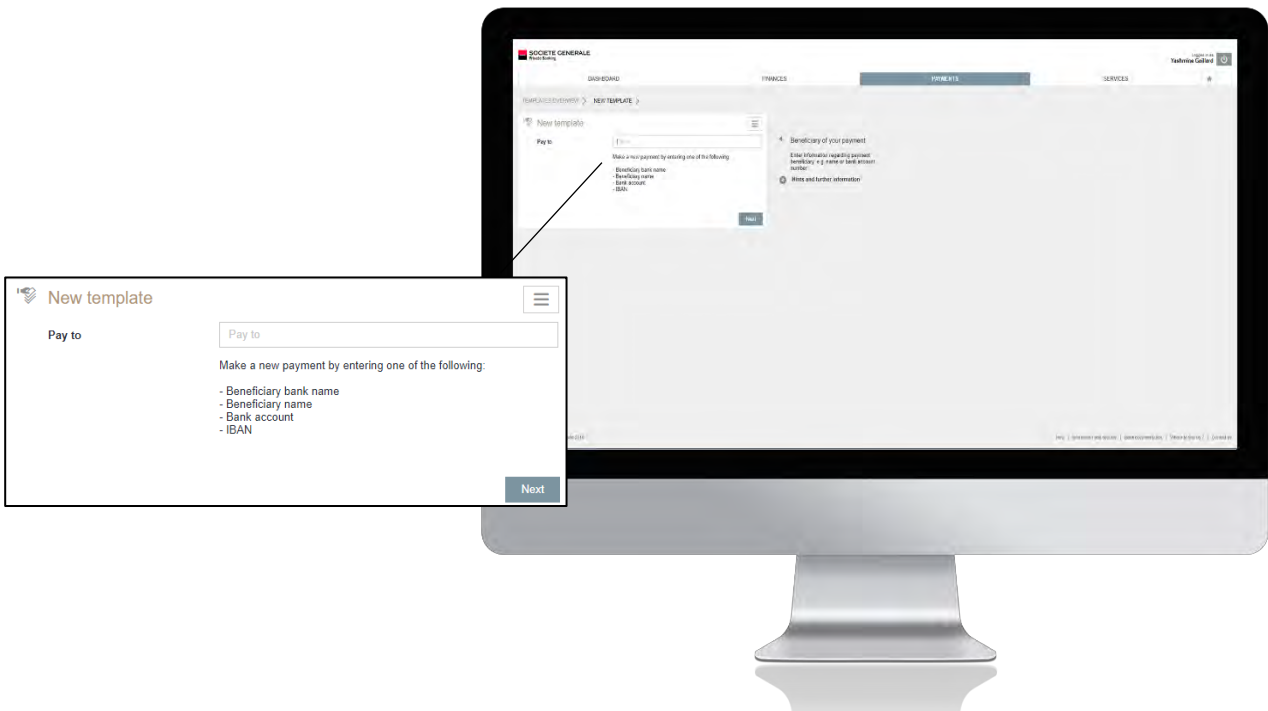
CREATE A TRANSFER TEMPLATE

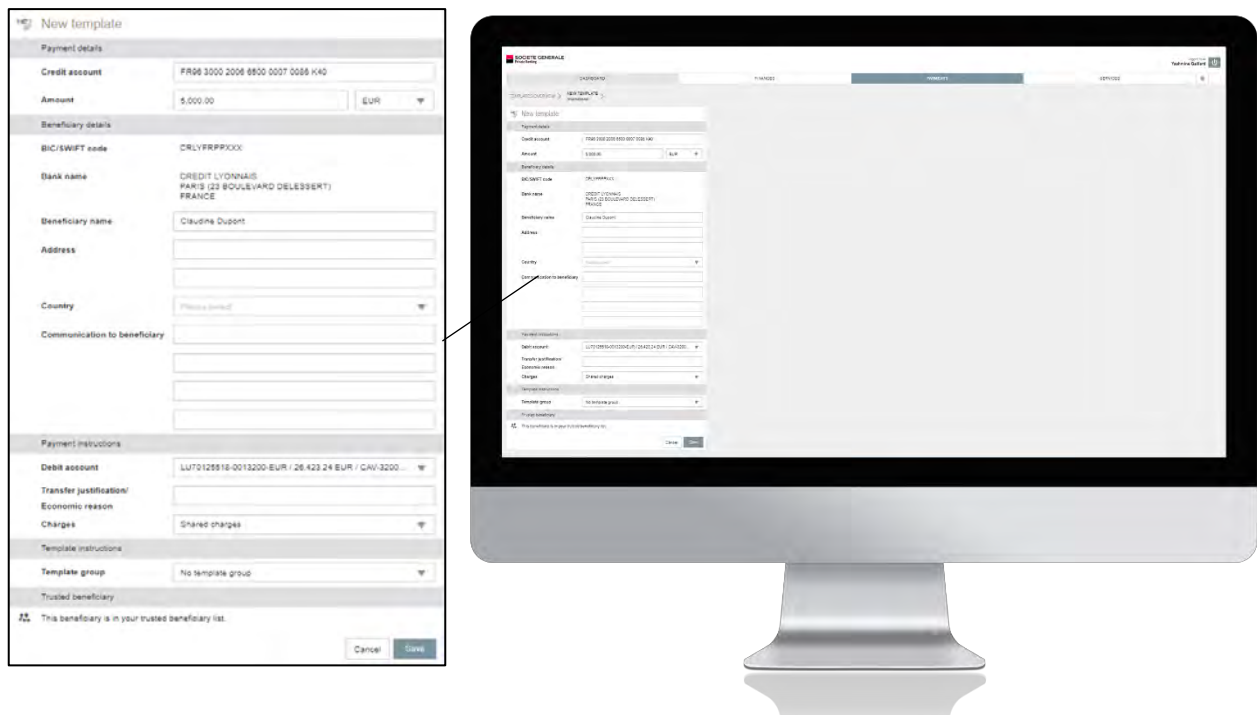**1** Place your cursor on "Payments" and select "Templates".

2 Click on "New Template" and select the type of template you wish to create.

3   Inform the beneficiary by entering one of the four proposed elements, then click on "Next".

New template

Pay to		Pay to

Make a new payment by entering one of the following:

- Beneficiary bank name
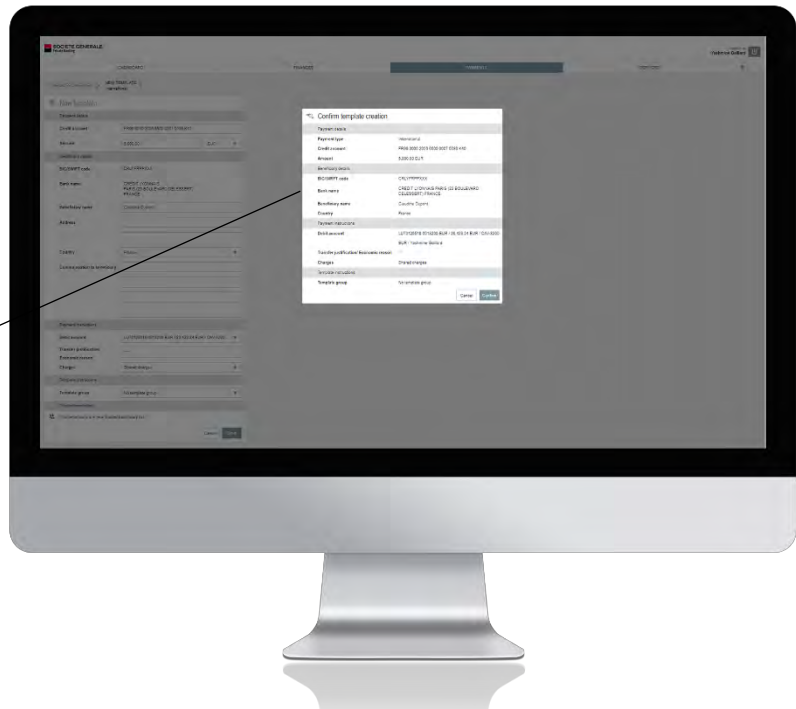- Beneficiary name
- Bank account
- IBAN

Next

4   Fill in the following mandatory fields: the amount to be credited, the name of the beneficiary, the account to be debited and the reason for the transfer. Then click on "Save".
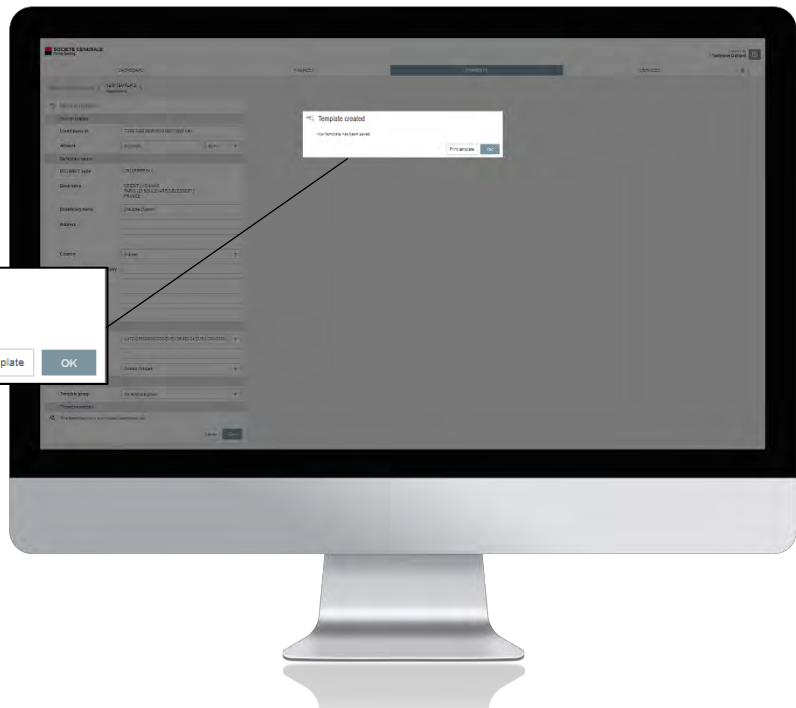

New template

Payment details

Credit account	FR96 3000 2006 6500 0007 0086 K40		
Amount	5,000.00	EUR	

Beneficiary details

BIC/SWIFT code	CRLYFRPPXXX
Bank name	CREDIT LYONNAIS PARIS (23 BOULEVARD DELESSERT) FRANCE
Beneficiary name	Claudine Dupont
Address	
Country	Please select
Communication to beneficiary	

Payment instructions

Debit account	LUT0125518-0013200-EUR / 26,423.24 EUR / CAV-3200...
Transfer justification/ Economic reason	
Charges	Shared charges

Template instructions

Template group	No template group

Trusted beneficiary

This beneficiary is in your trusted beneficiary list.

Cancel   Save

5 Read the summary of the transfer model carefully. To modify it, click on "Cancel", to proceed with the creation of the template press "Confirm".

Confirm template creation	
Payment details	
Payment type	International
Credit account	FR96 3000 2006 6500 0007 0086 K40
Amount	5,000.00 EUR
Beneficiary details	
BIC/SWIFT code	CRLYFRPPXXX
Bank name	CREDIT LYONNAIS PARIS (23 BOULEVARD DELESSERT) FRANCE
Beneficiary name	Claudine Dupont
Country	France
Payment instructions	
Debit account	LU70125518-0013200-EUR / 26,423.24 EUR / CAV-3200-EUR / Yashmine Gaillard
Transfer justification/ Economic reason	---
Charges	Shared charges
Template instructions	
Template group	No template group

Cancel Confirm

6 Your transfer template has been saved, click "OK".

Template created
Your template has been saved.

Print template   OK

VIEW A TRANSFER TEMPLATE

1   **Place your cursor on "Payments" and select "Templates".**

2   **The complete list of your transfer models appears. For more details, click on the transfer model you wish to view.**

3 You can export the details of a transfer template as a PDF file by clicking on the top right-hand side ☰ and then on "Export as PDF".
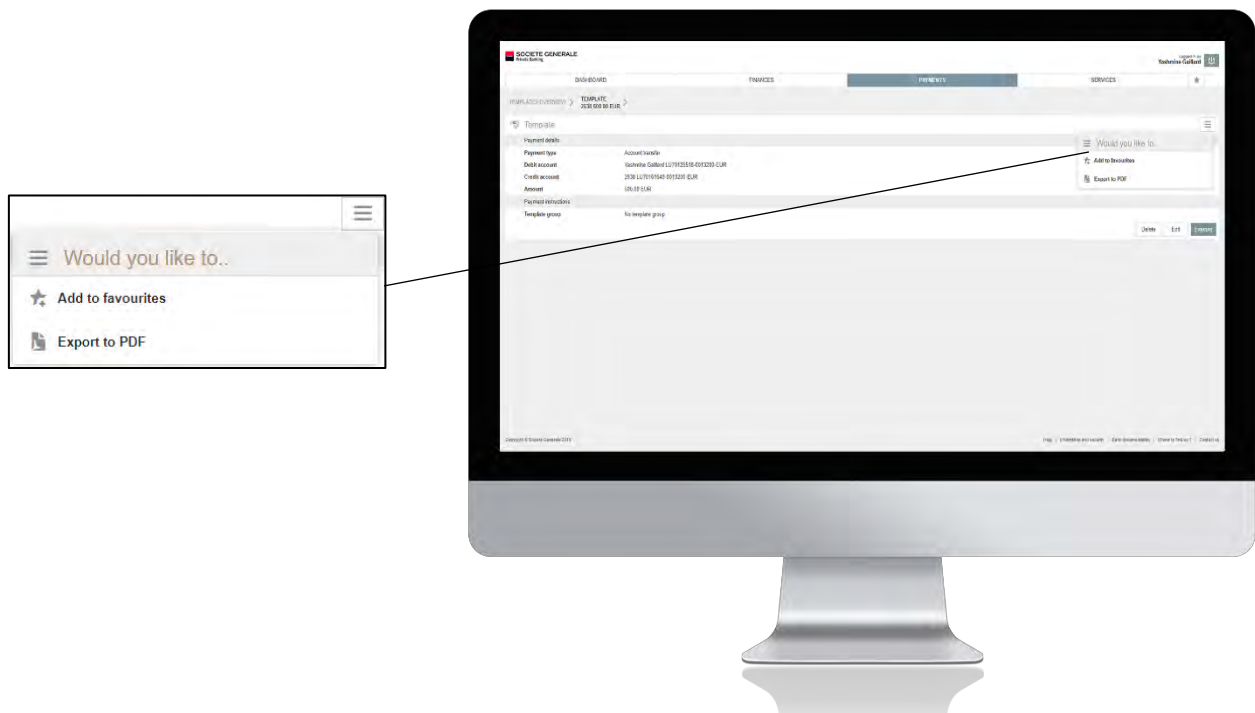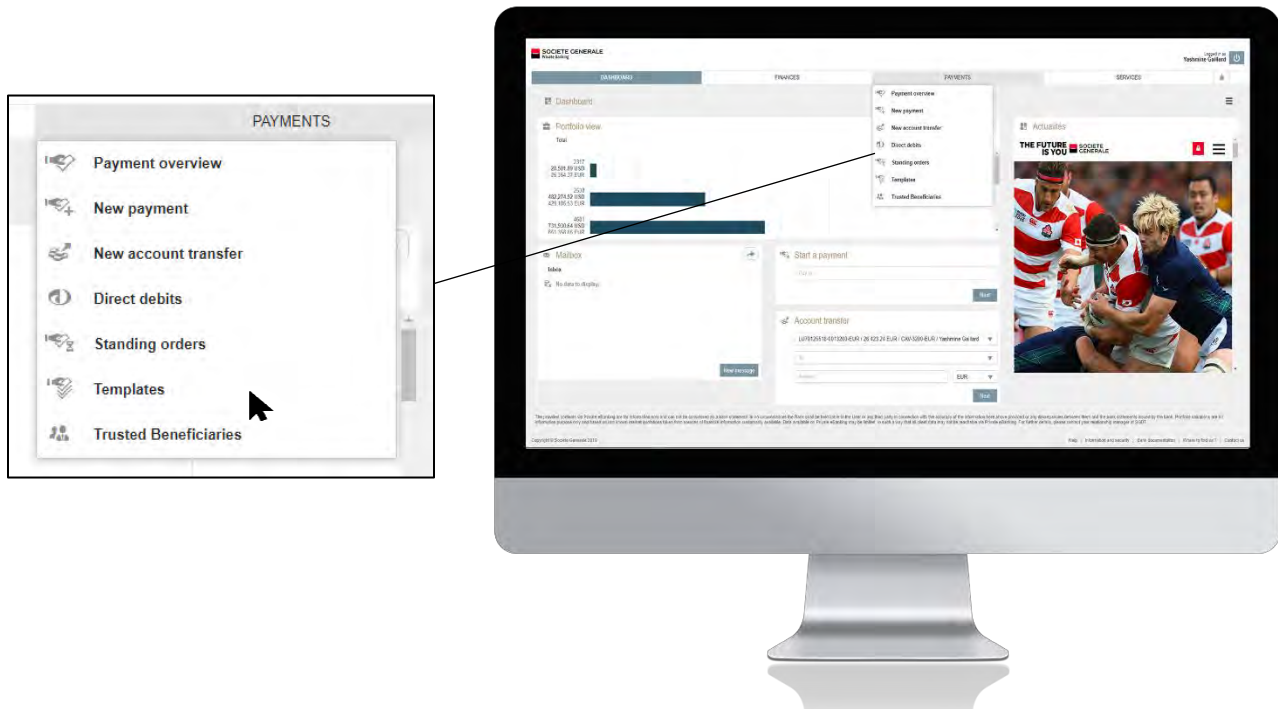

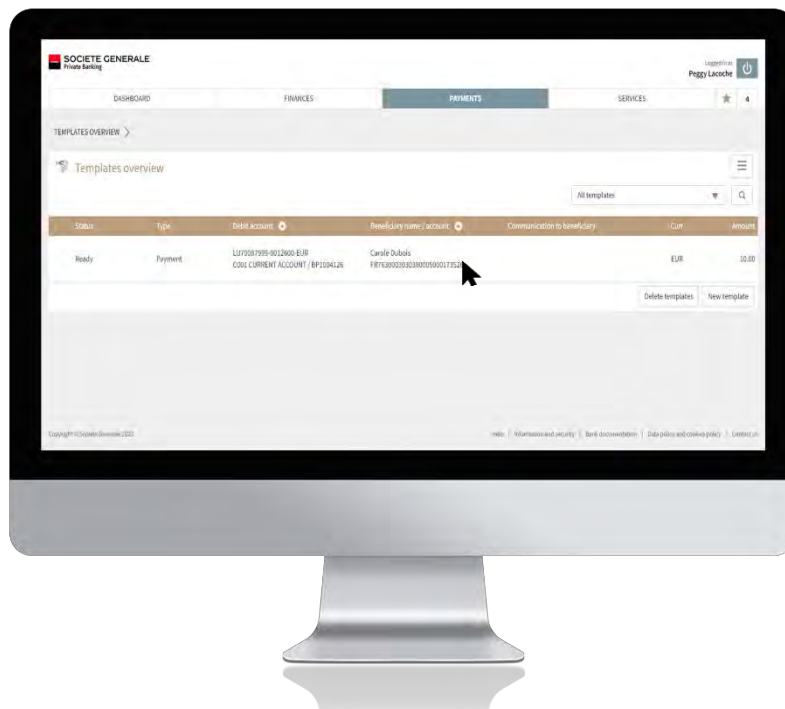**4** A document is directly saved in your "Downloads" folder, you can also save it in the folder of your choice.
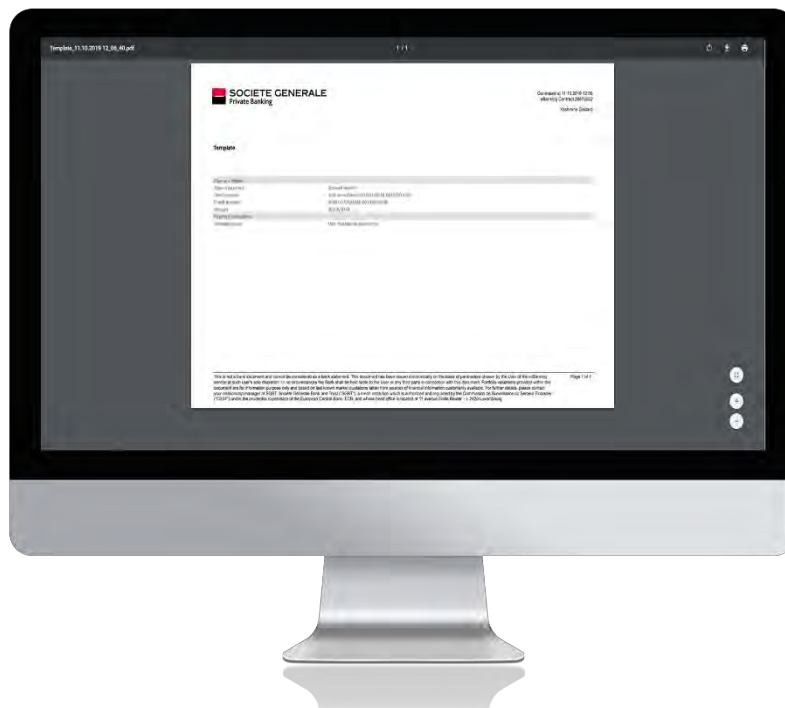
MODIFY A TRANSFER TEMPLATE

1   **Place your cursor on "Payments" and select "Transfer templates".**

2   **The complete list of your transfer models appears. Click on the transfer model you wish to modify.**

3   **Click on "Edit" at the bottom right.**

Edit

4   **Make the changes you wish to make to the transfer template and then click "Save".**

Save

5   **Read the summary of the model change carefully. To modify it, click on "Cancel", to save the changes, press "Confirm".**

Confirm

6   **A confirmation message appears. Click "OK" to finalize the changes.**

Submitted for processing

Your template has been saved

Print template   OK

DELETE A TRANSFER TEMPLATE

1 **Place your cursor on "Payments" and select "Templates".**
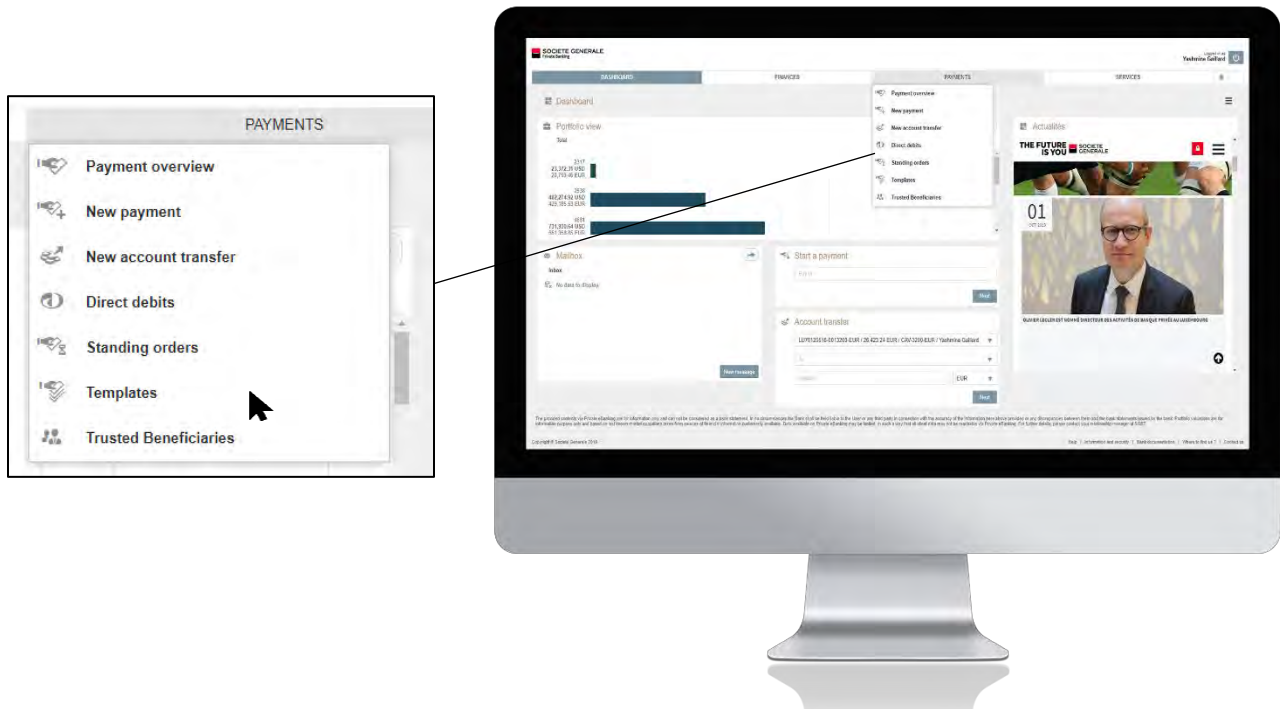
2 **Click on "Delete Templates" at the bottom right.**

Delete templates
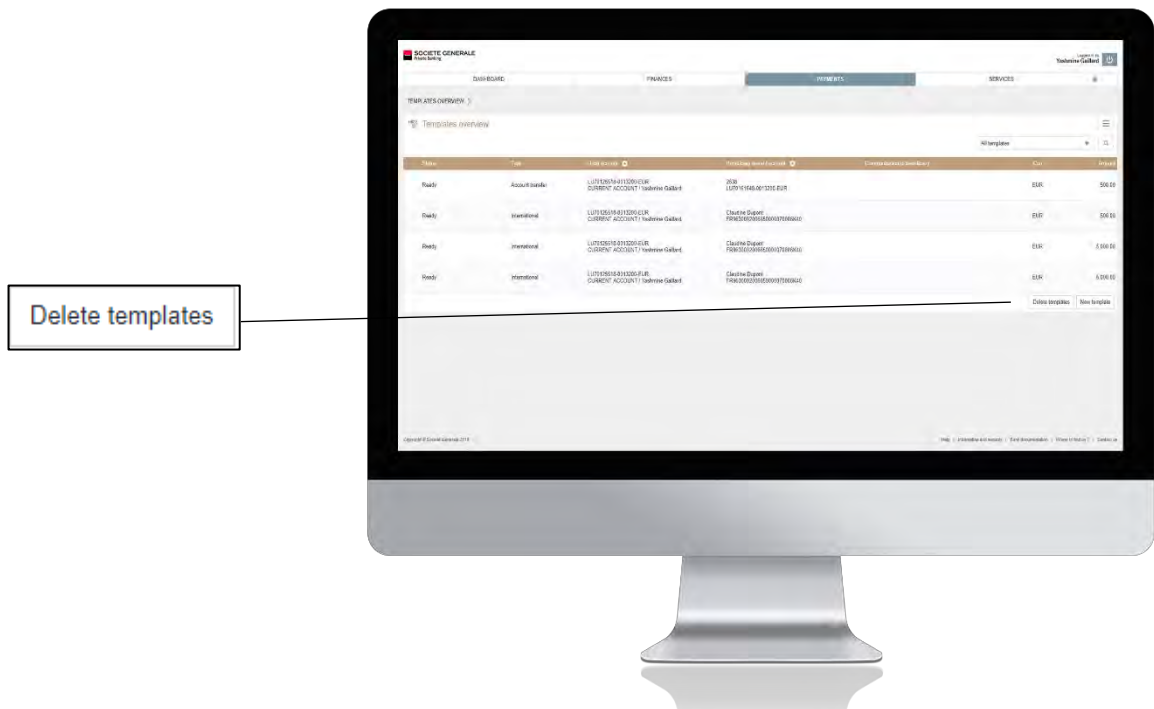
3   Select the transfer model you wish to delete and click on "Delete".
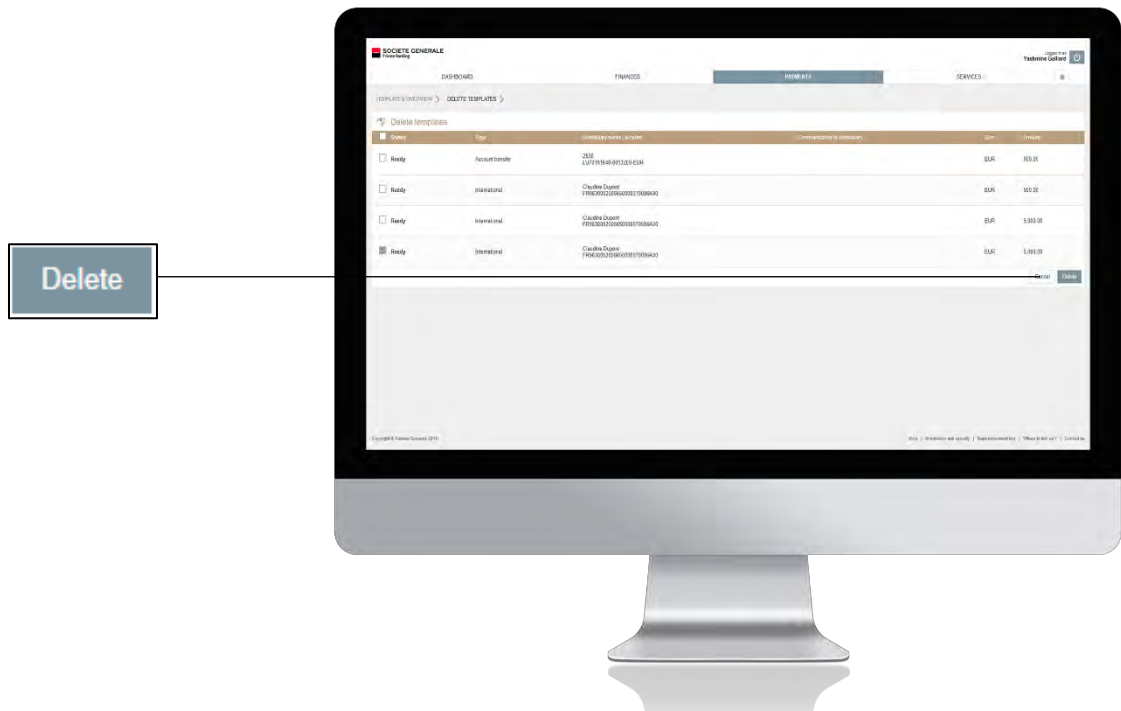
4   A confirmation message appears. Click "Confirm" to complete the deletion.
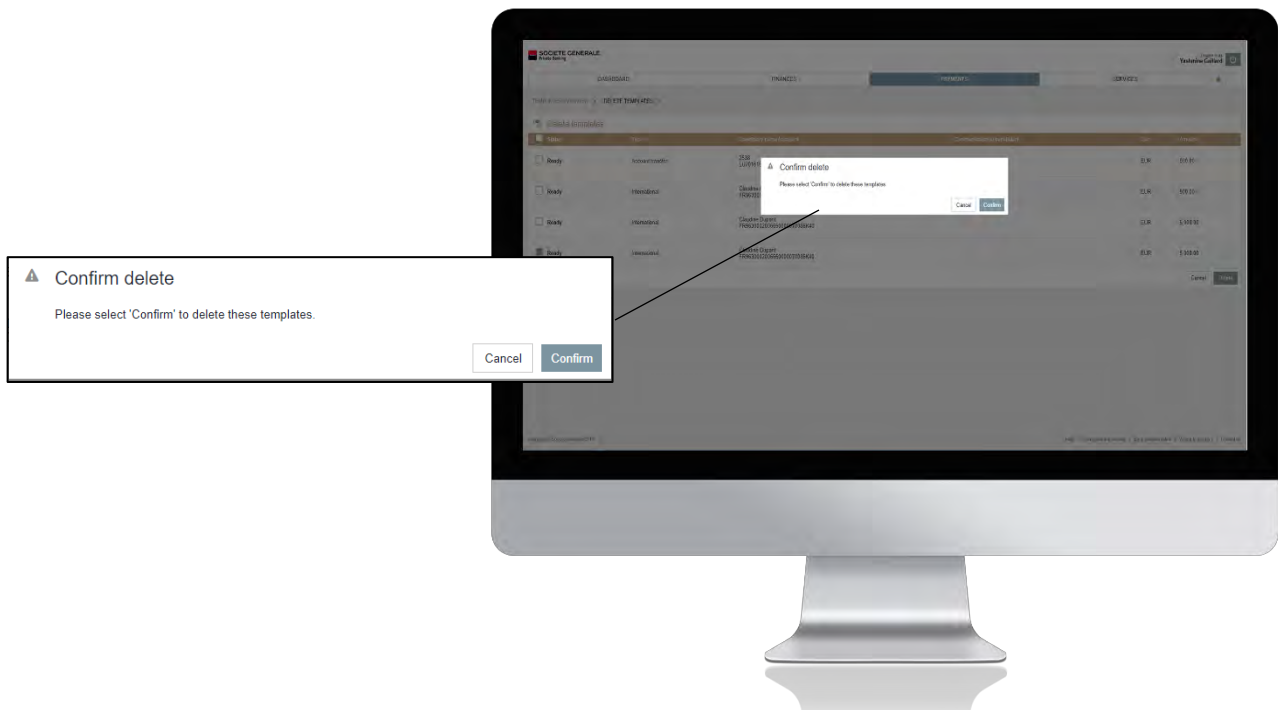
SERVICES

SEND A MESSAGE TO YOUR PRIVATE BANKER ON MOBILE PHONE
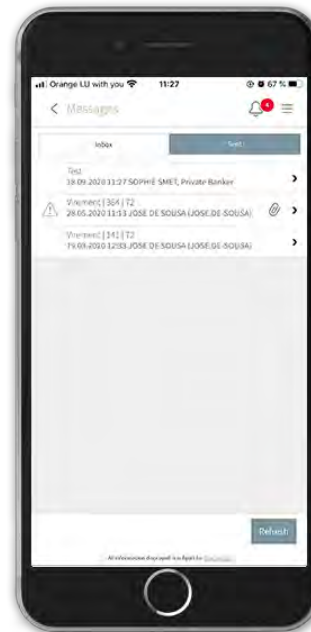
1 Press the menu ☰ at the top right.

2 Tap the "Services" tab and then tap "Send a message".

3 Fill in the free "Subject" field, compose your message and press "Send".

4 Your message has been sent successfully, you can view it in the "Sent" tab.

SEND A MESSAGE TO YOUR PRIVATE BANKER ON COMPUTER

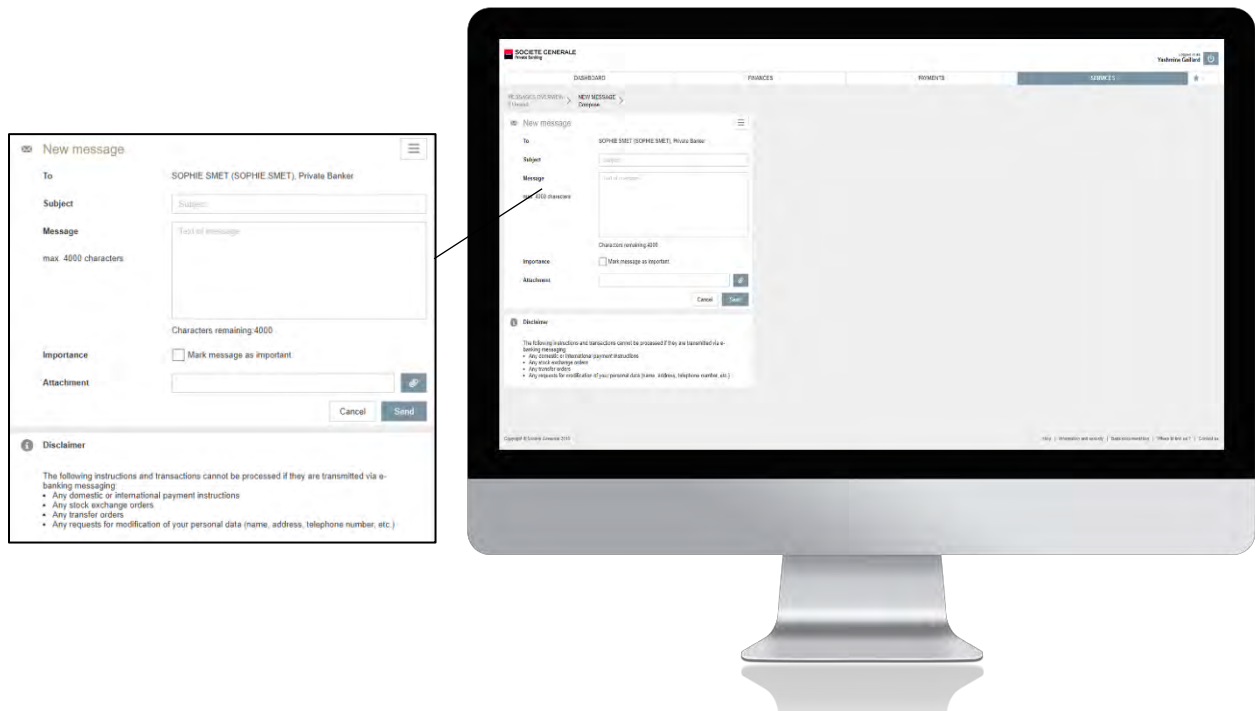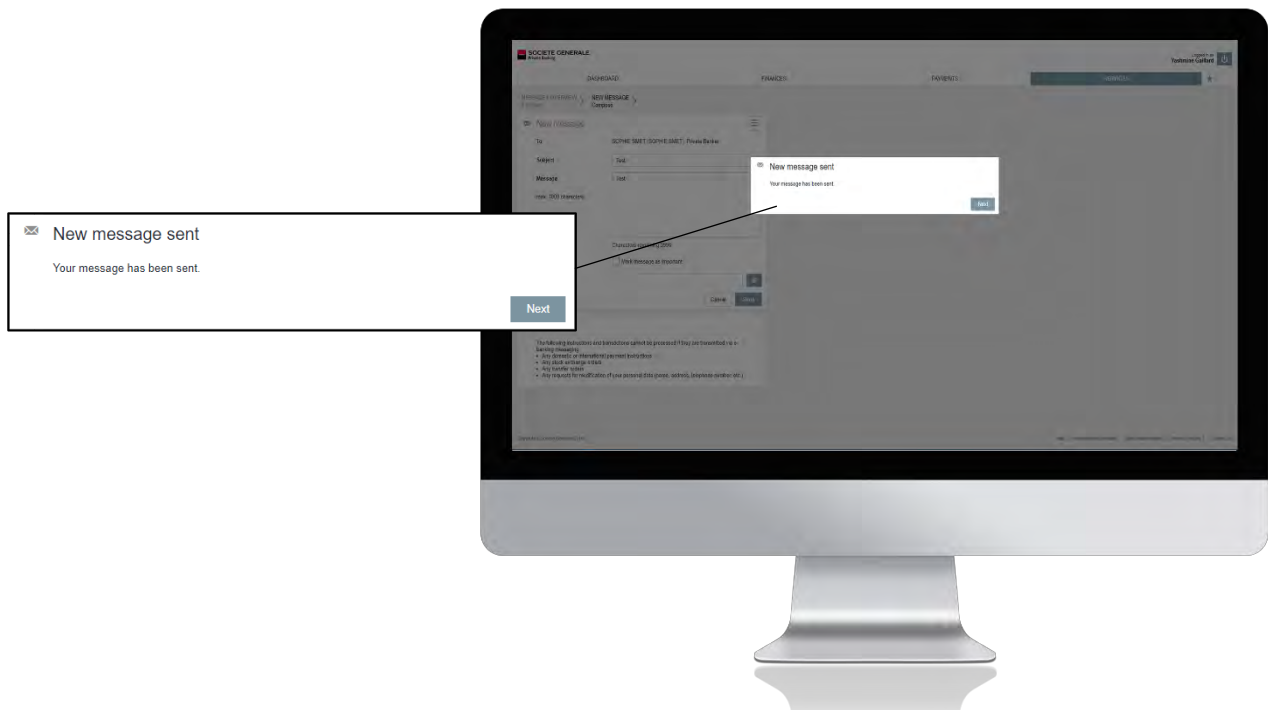**1** **Place your cursor on the "Services" tab and select "Messaging".**
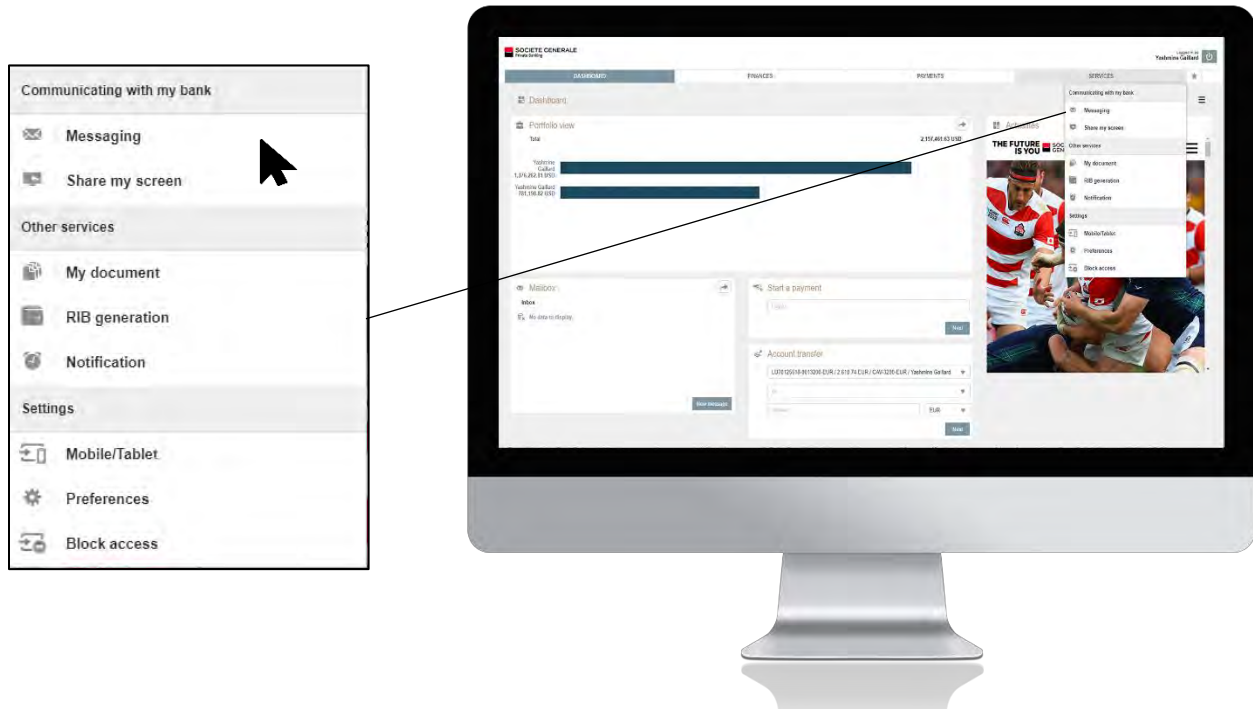
2 **You can filter the messages by clicking on the "Inbox" and "All messages" drop-down menus and create filters in each of these menus using the "edit" button. Select the "New Message" button located at the bottom right of the insert.**

New message

SOCIETE GENERALE
Private Banking
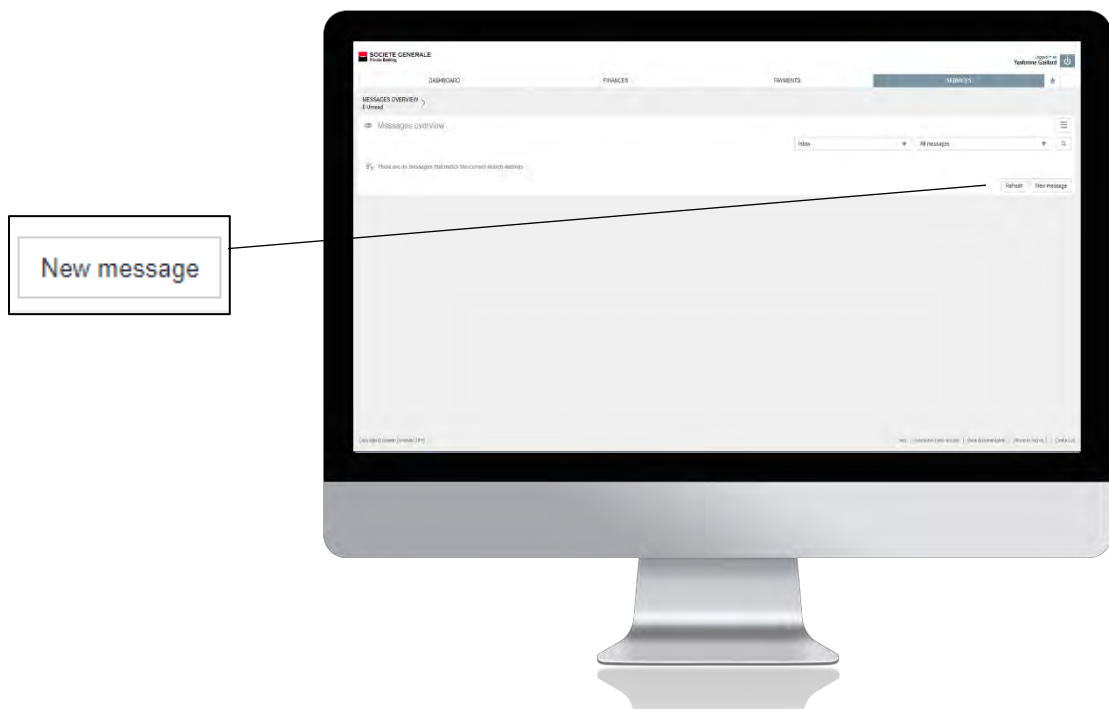
3   **Fill in the various free fields, add an attachment if necessary by clicking on the icon** 📎 **and then click on "Send".**

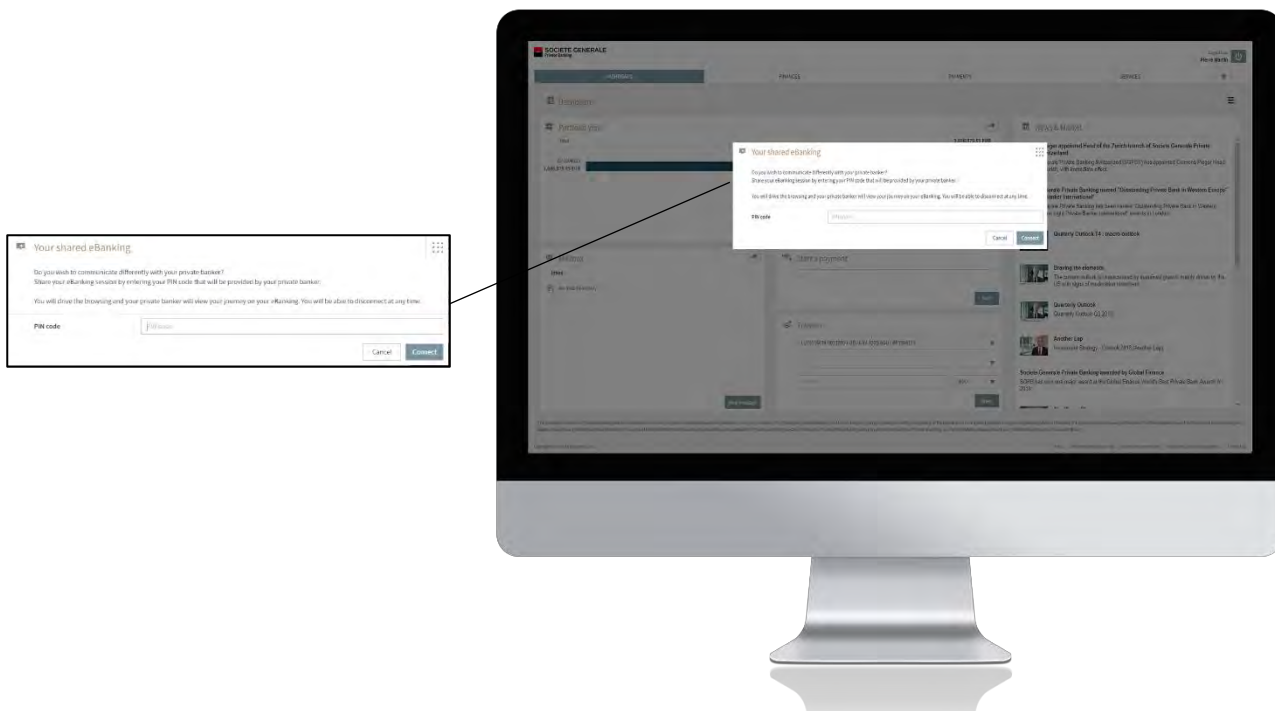**4**   **Your message has been sent. Click "Next" to finish.**

# SHARE YOUR SCREEN WITH YOUR PRIVATE BANKER (ONLY ON COMPUTER AND TABLET)

**1** **Place your cursor on the "Services" drop-down menu and select the "Share my screen" option.**

**2** **Enter the PIN code communicated by your private banker then click on "Connect me".**

3 The PIN window closes and co-browsing starts. A "Co-Browsing" insert appears in the upper right corner to let you know. You can move it around as you wish.
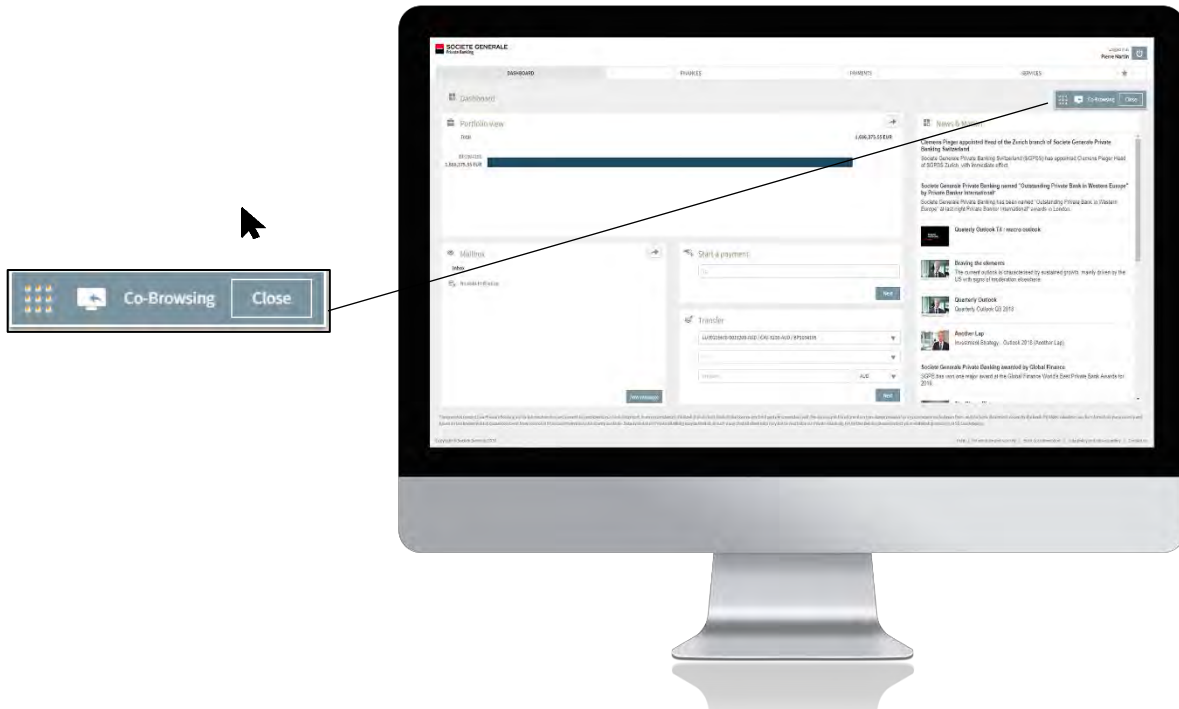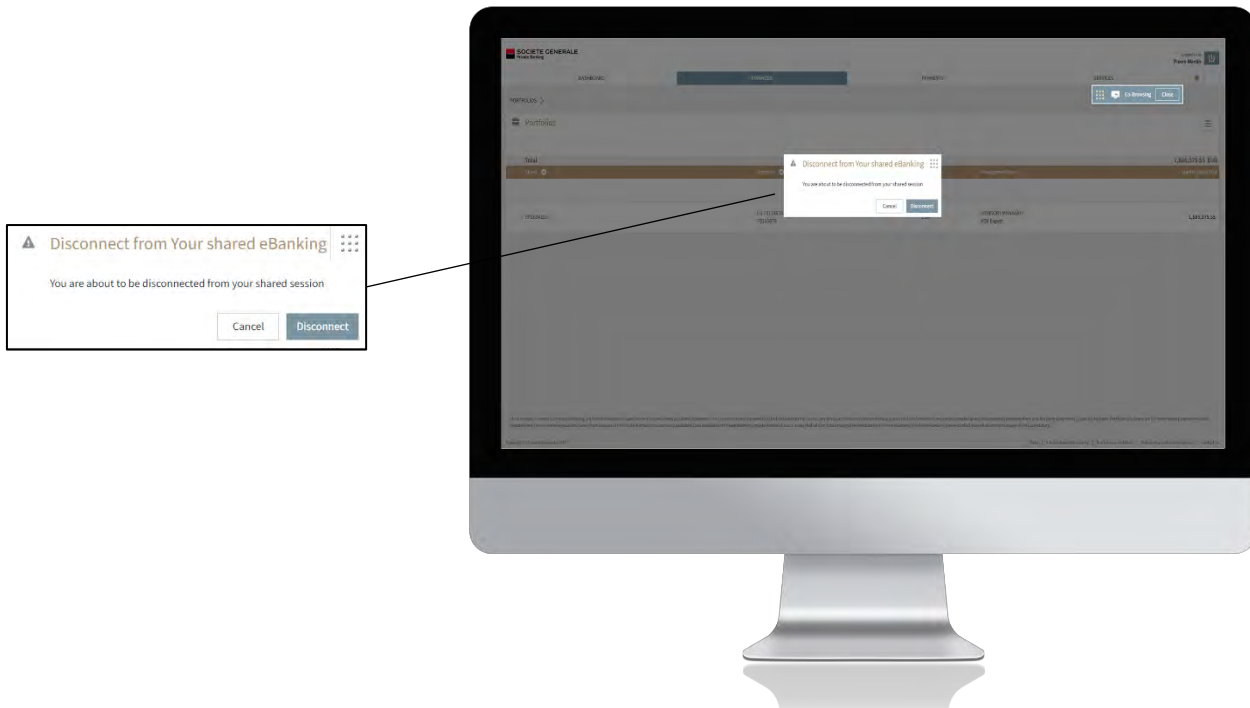

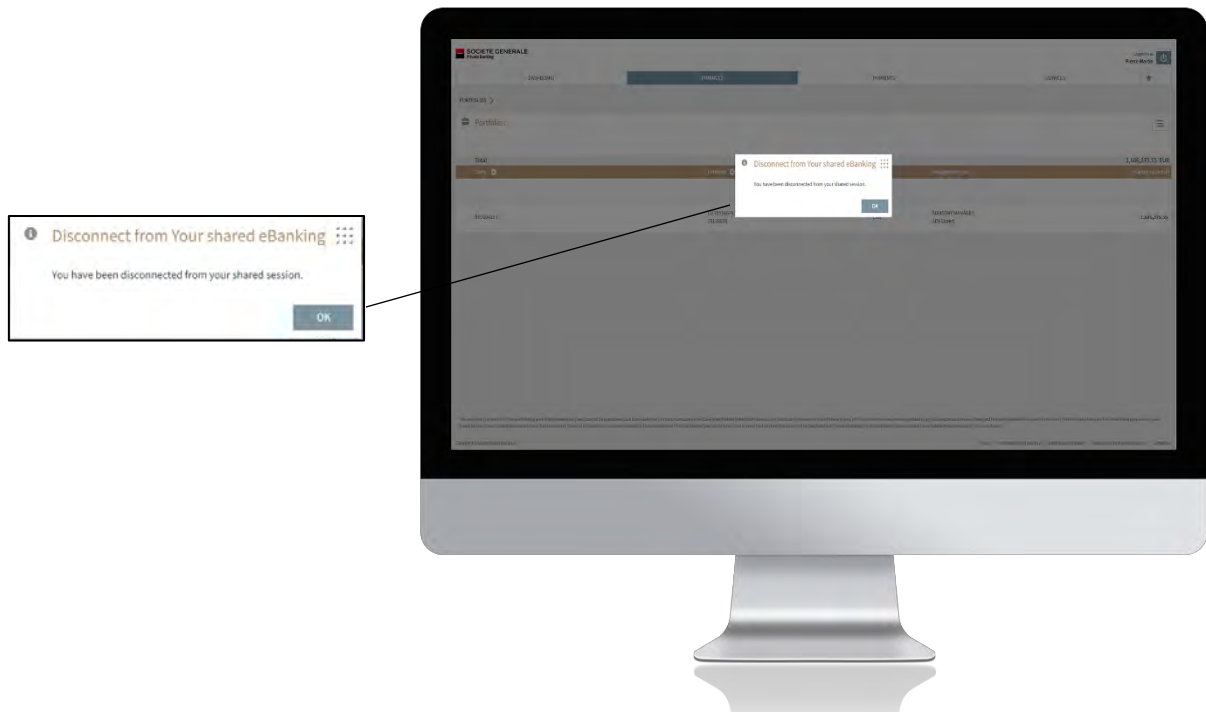**4** You are the master of navigation and your private banker can guide you with his cursor that appears on your monitor.
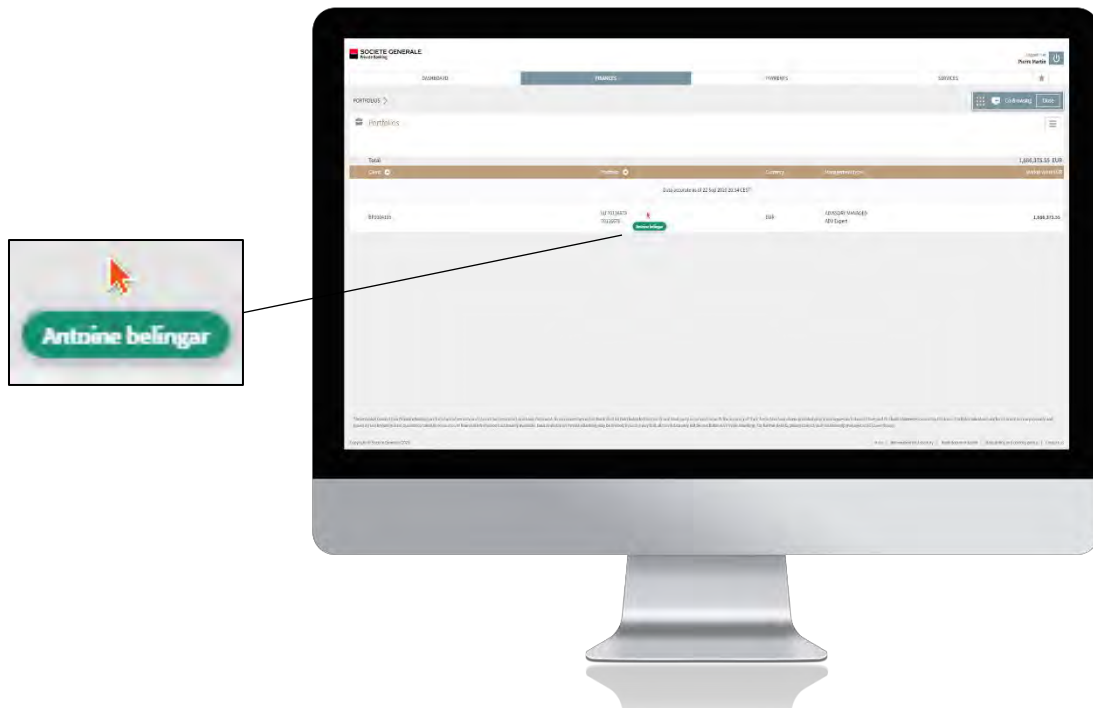
5   **The latter can also designate elements in order to highlight them for you (green rectangle).**
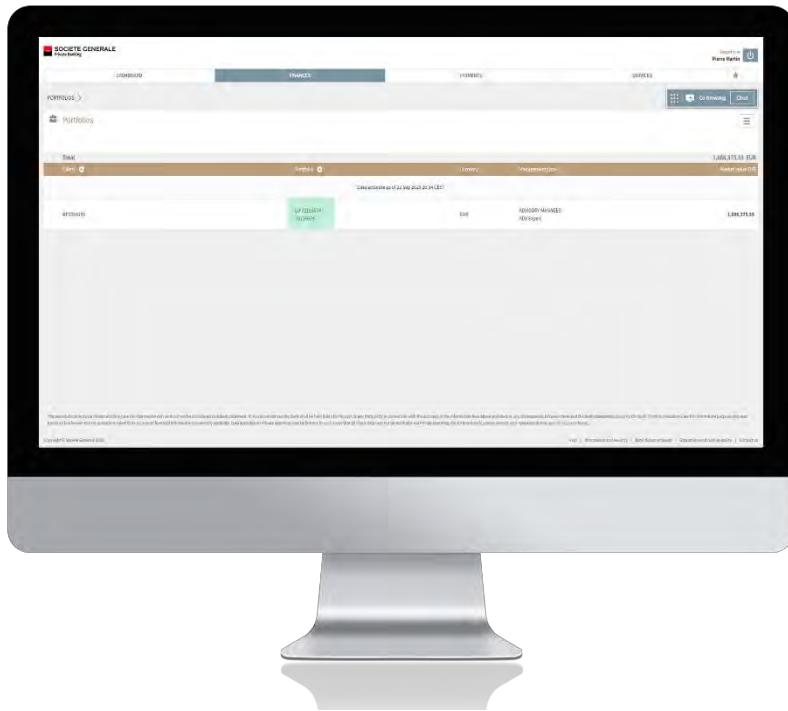
6   **To stop screen sharing, click on "Close" in the box mentioned in point 3, then click on "Disconnect".**
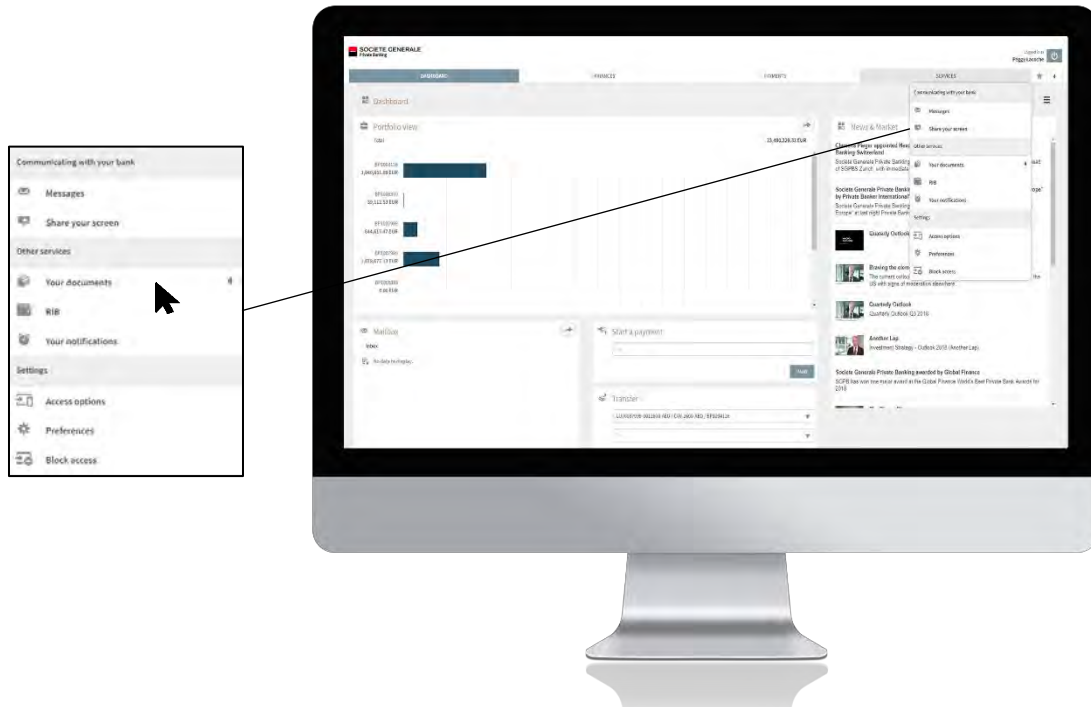
**7**   **A confirmation message appears. Click "OK" to remove it.**
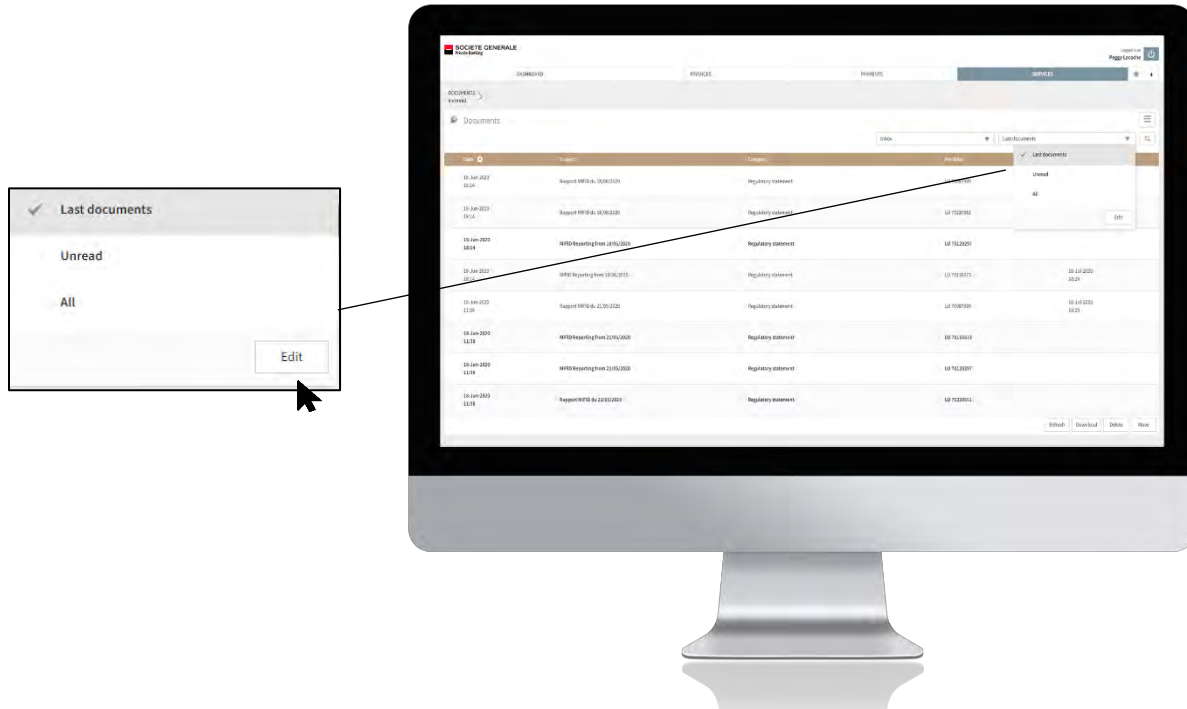
DOWNLOAD DOCUMENTS ON COMPUTER AND TABLET

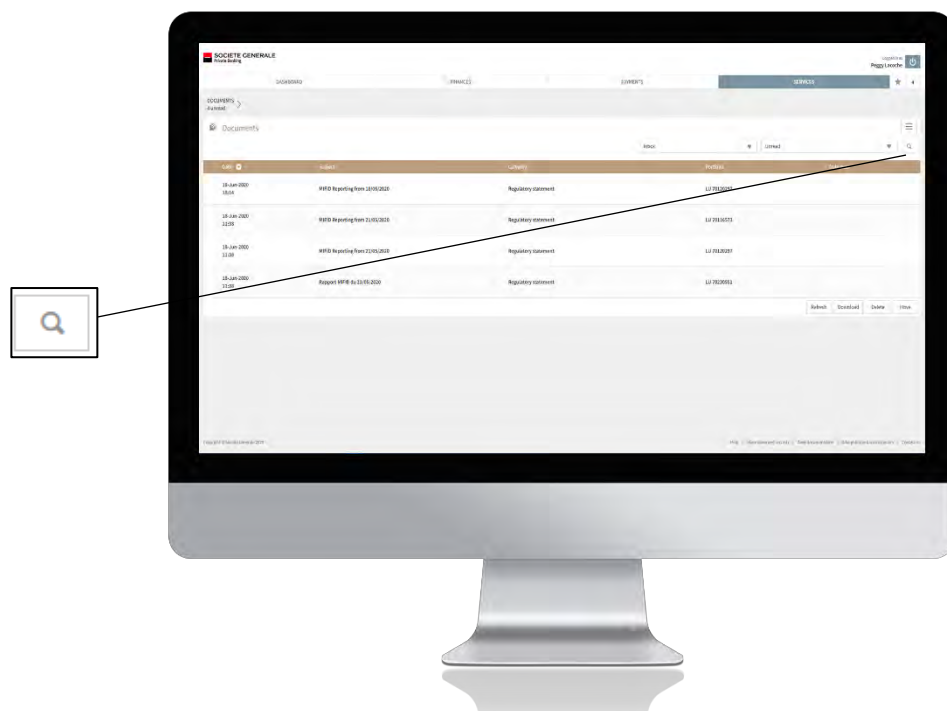**1** Go to the "Services" tab and then "Your documents".

2 Click on "Download", then select one or more documents (to select all of them, check the box in the header), then click on "Download". You can also download a document by simply clicking on it. To move them, do the same by clicking on "Move".
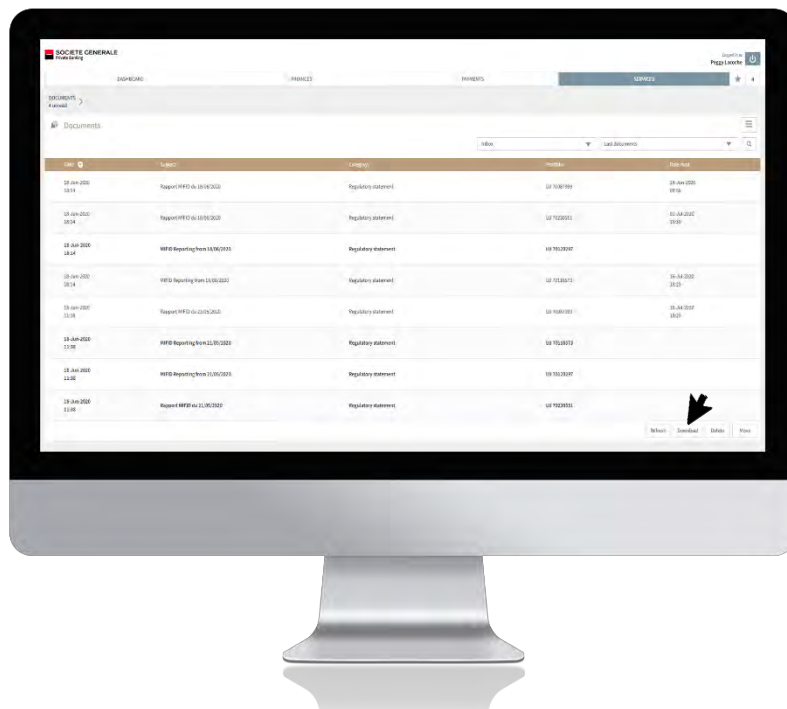
3 To filter document types, click on the "Last Documents" drop-down menu and select the desired filter. To create a filter, click on "Edit".

✓	Last documents
	Unread
	All
	Edit

4 Configure the desired filter and then click "Save". You can 🔍 do an advanced search by clicking on the icon.
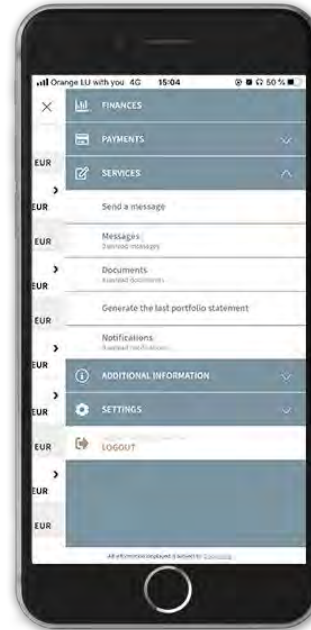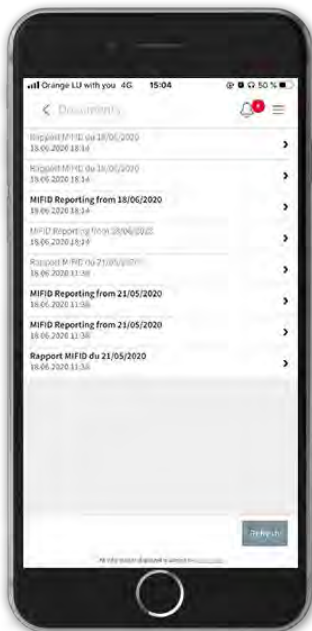
DOWNLOAD DOCUMENTS ON MOBILE PHONE

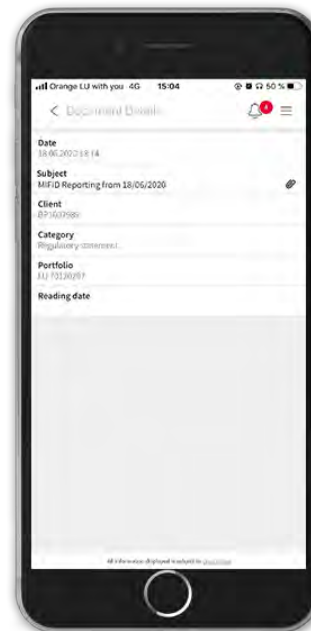**1** Press the menu ☰ at the top right.

2 Press the "Services" tab and then the "Documents" section.

3 You get a list of your documents. To view the details of a document, press the desired line.
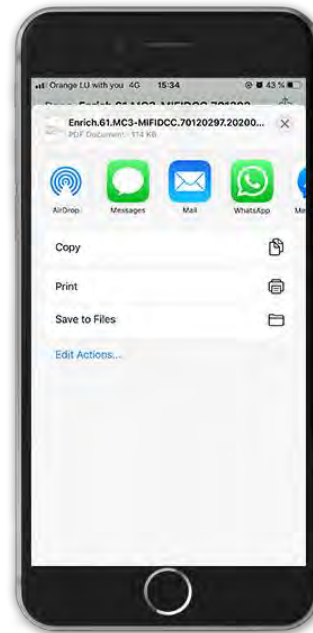
4 You get the details of the document. To view it, press on the line "object", icon 📎 .
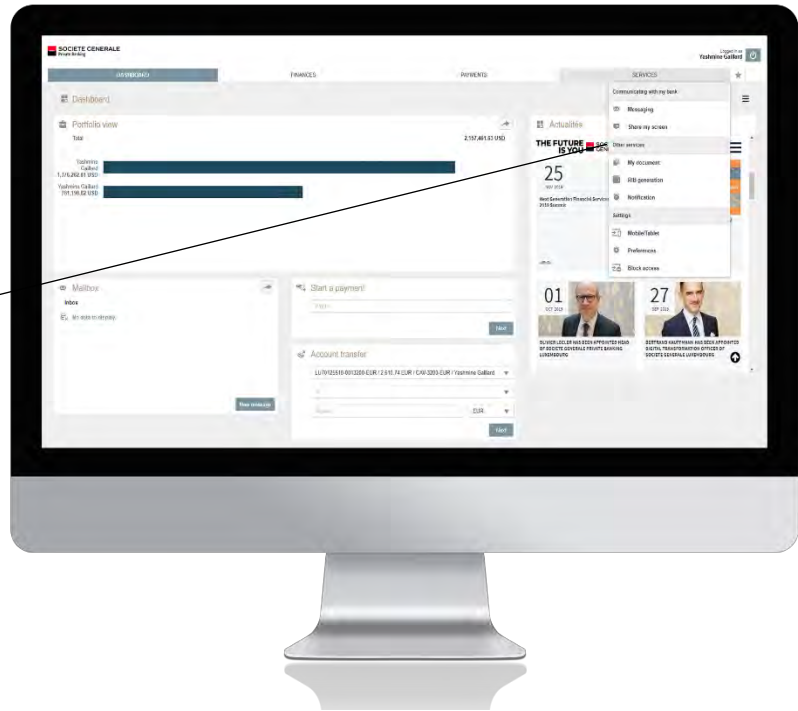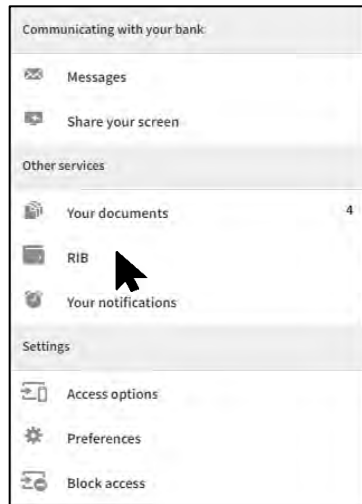
5 To download the document, click on the icon ⬆️ in the top right corner.

6 There are various download options available to you. You can also choose to share it.
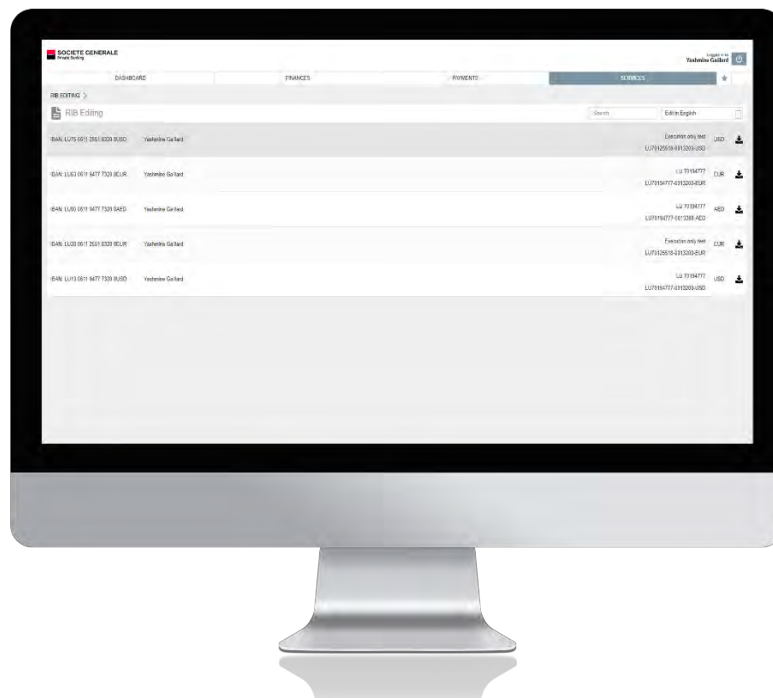
GENERATE A BANK DETAILS (ONLY AVAILABLE ON COMPUTER AND TABLET)

1   **Place your cursor on the "Services" tab and select "RIB".**

2   **To generate bank details, click on the icon ⬇ next to the account of your choice.**
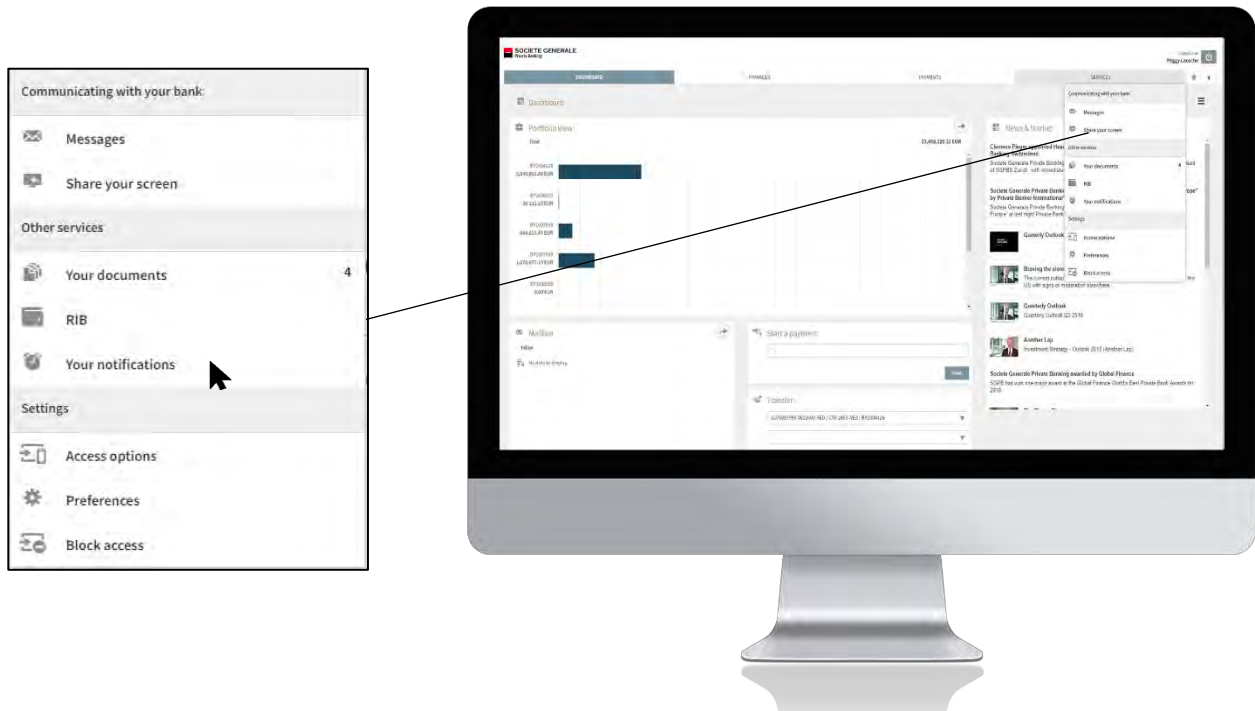
3 **A document is directly saved in your "Downloads" folder; you can also save it in the folder of your choice.**

CREATE A NOTIFICATION (ONLY ON COMPUTER AND TABLET)

1 **Place your cursor on the "Services" tab and select "Your notifications".**

2 **Click on "New alert".**

New alert

3 Fill in the various free fields then click on "Save". You can create a notification when a message or document is received, or when a transfer changes its status.
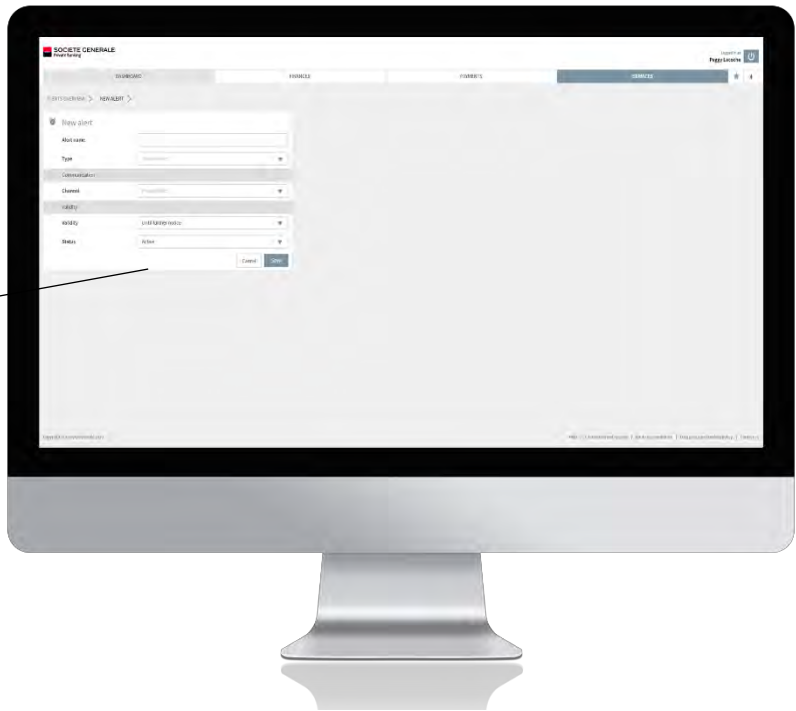

4 Click on "Confirm" to validate the creation of your notification, otherwise click on "Cancel".

5 **A confirmation message appears. Click "OK" to finish.**

Alert saved

Your alert was saved

OK
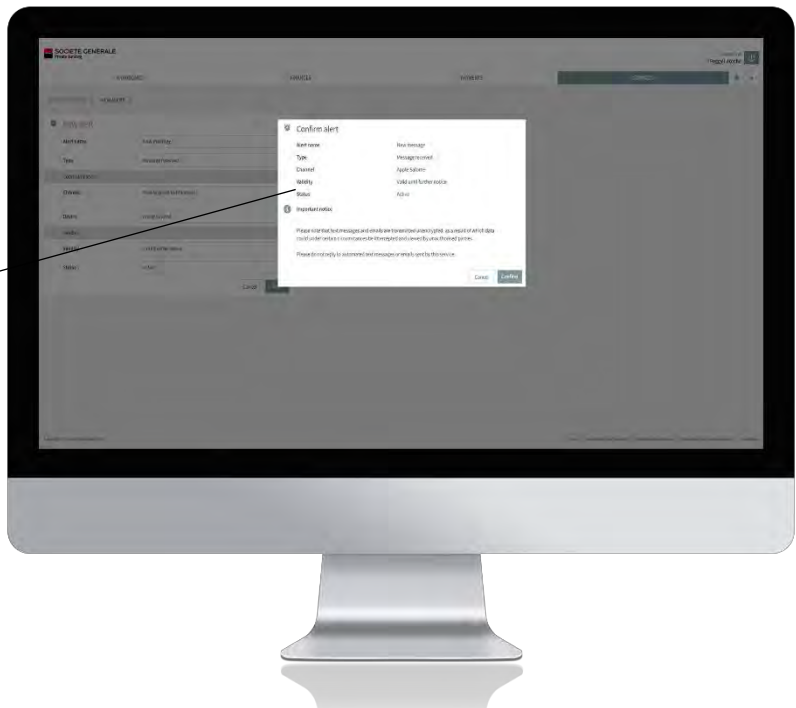
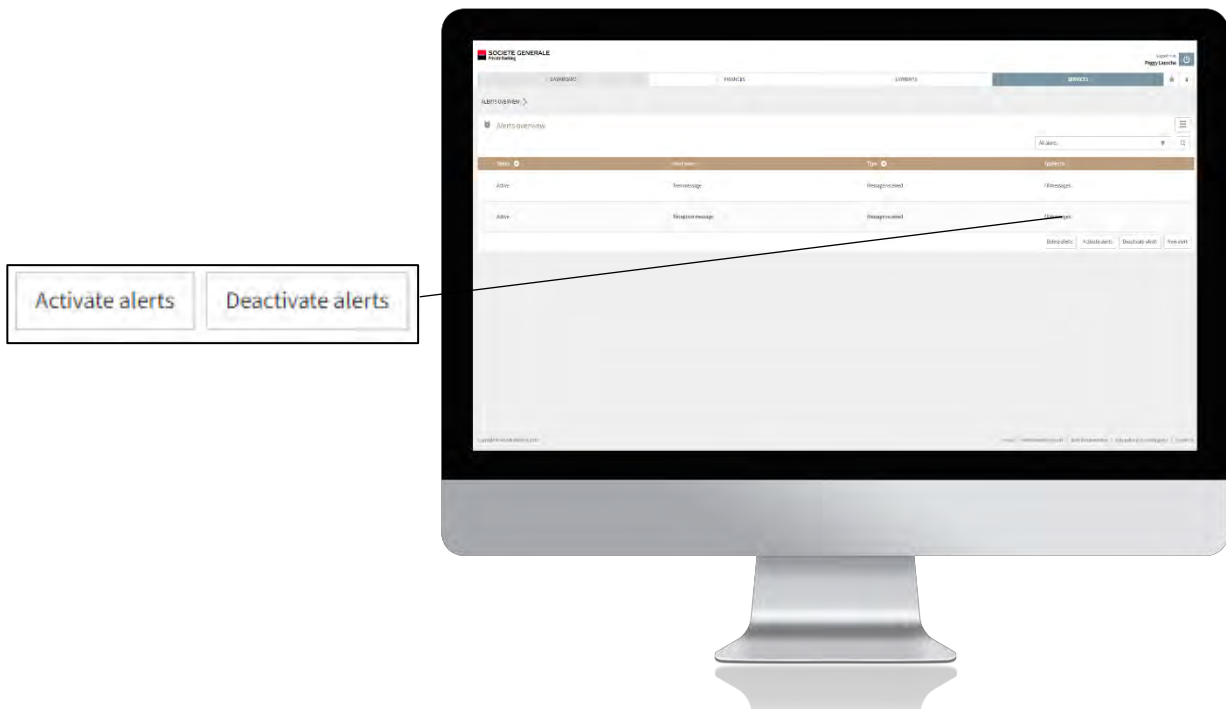# ACTIVATE / DEACTIVATE A NOTIFICATION (ONLY ON COMPUTER/ TABLET)
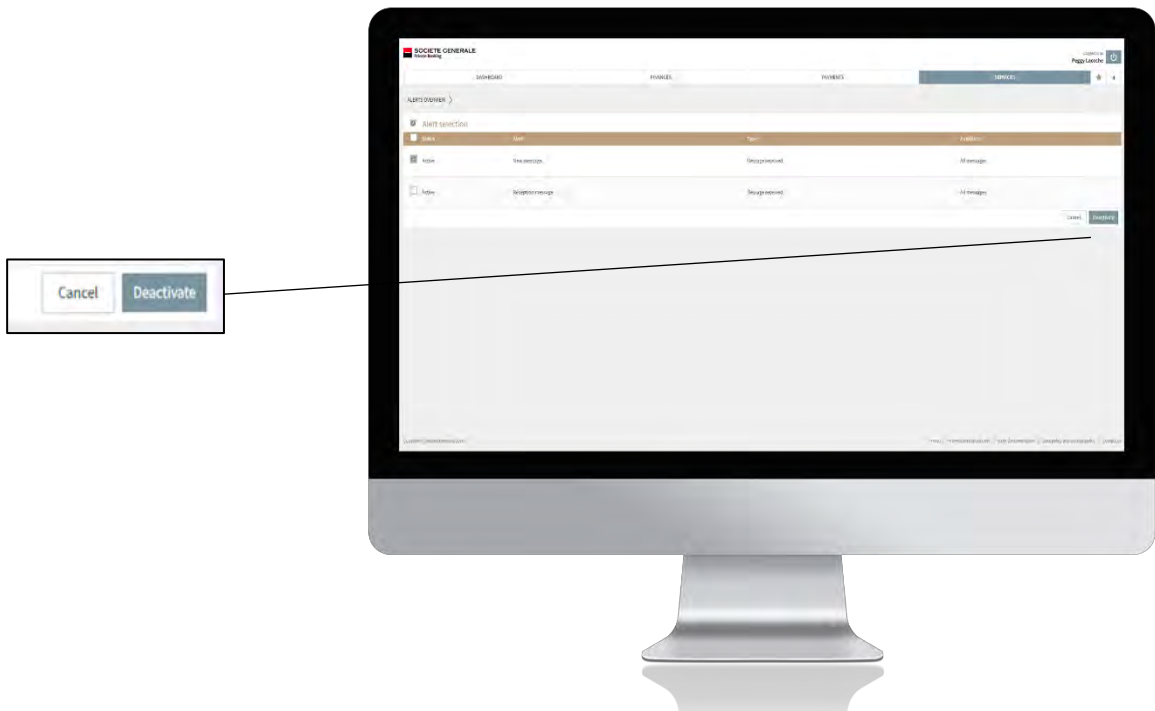
1 **Place your cursor on the "Services" tab and select "Your notifications".**
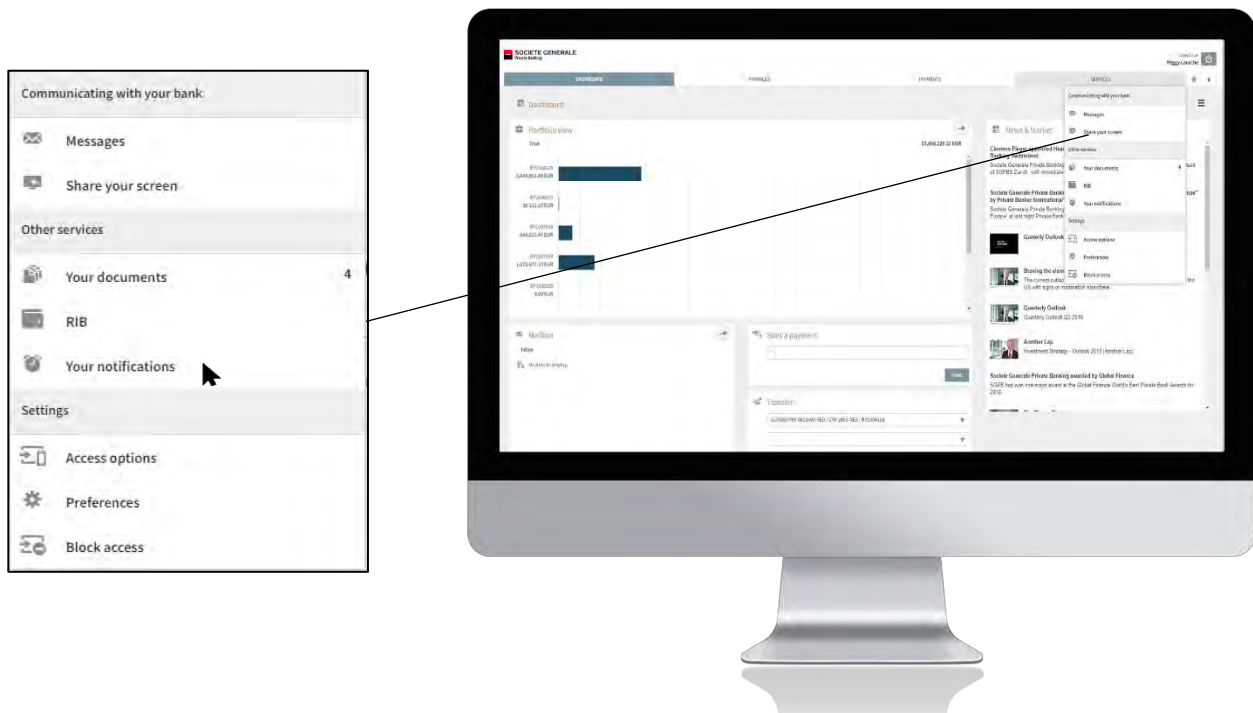
2 **Select "Enable Notifications" or "Disable Notifications" to change the status of the notification of your choice.**
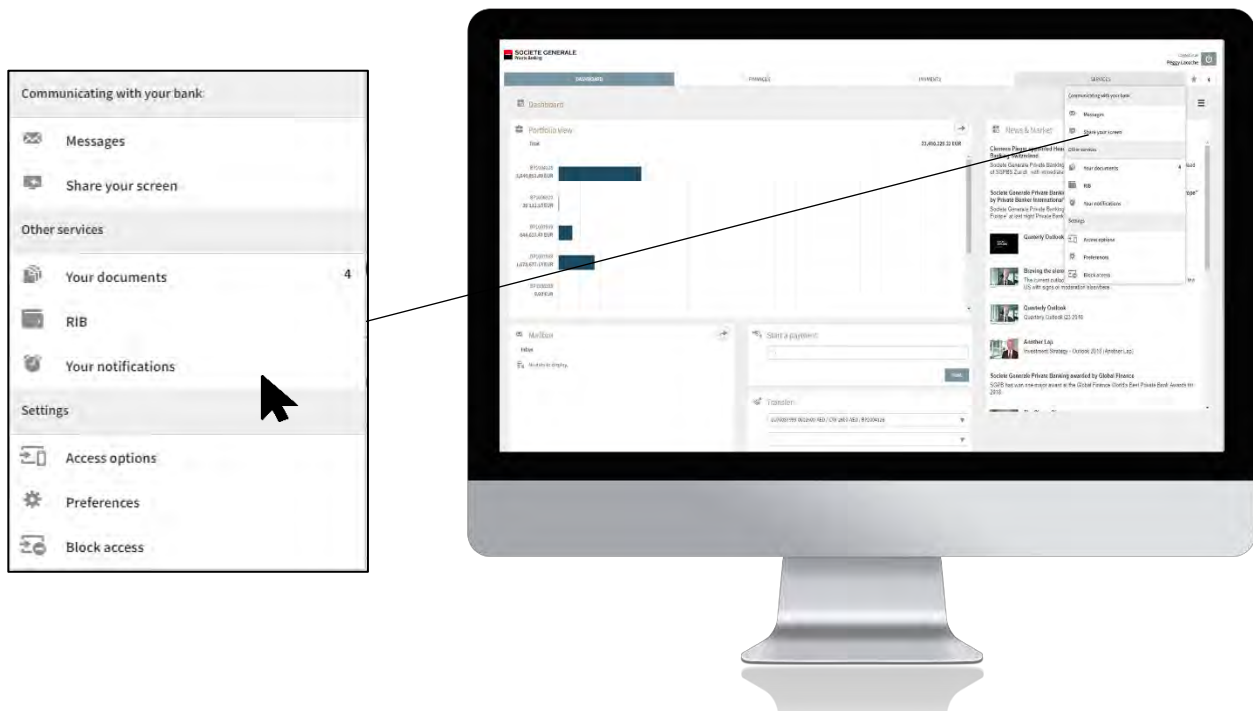
3 **Check the notification you wish to Activate / Deactivate and then click on "Activate" or "Deactivate" at the bottom right.**

REMOVE A NOTIFICATION (ONLY ON COMPUTER/TABLET)

1 **Place your cursor on the "Services" tab and select "Your notifications".**

2 **Click the "Delete Notifications" button.**

Delete alerts
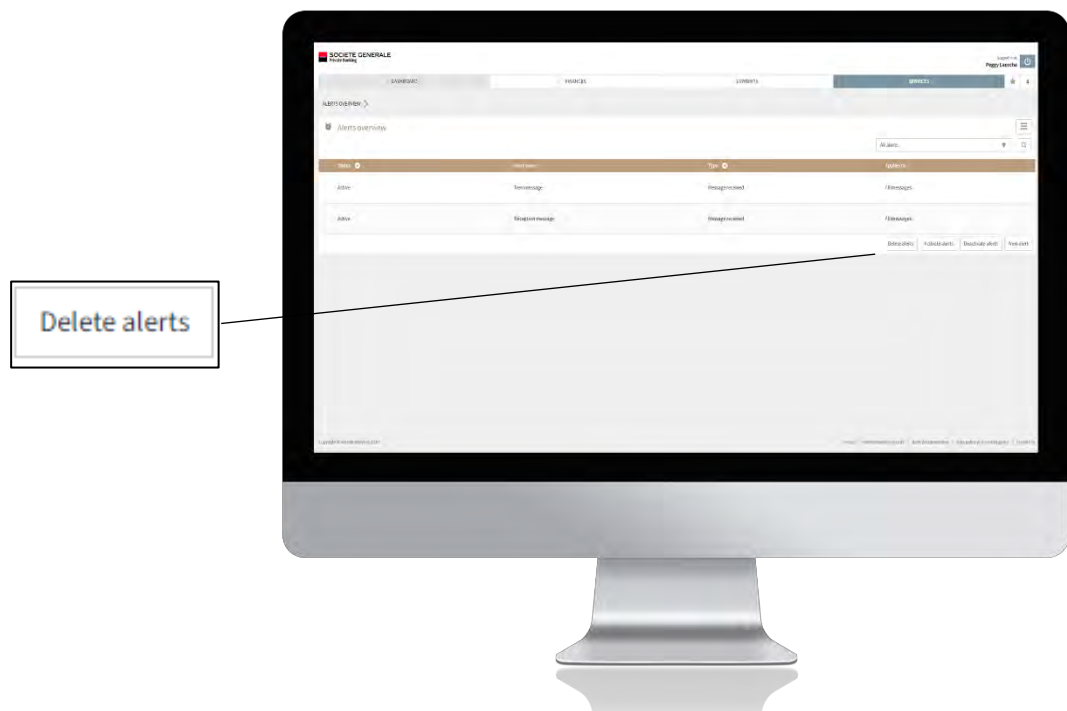
3 **Check the notification you want and then click on "Delete" at the bottom right.**
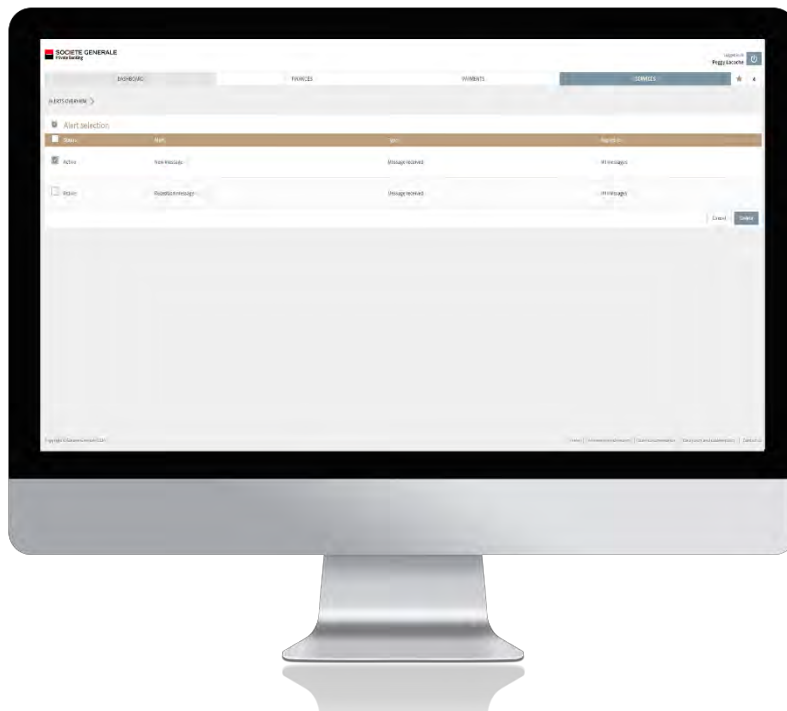
4 **To confirm the deletion of the notification, click on "Confirm".**

Confirm delete

Please press 'Confirm' to delete all the selected alerts.

Cancel   Confirm

SOCIETE GENERALE
Private Banking
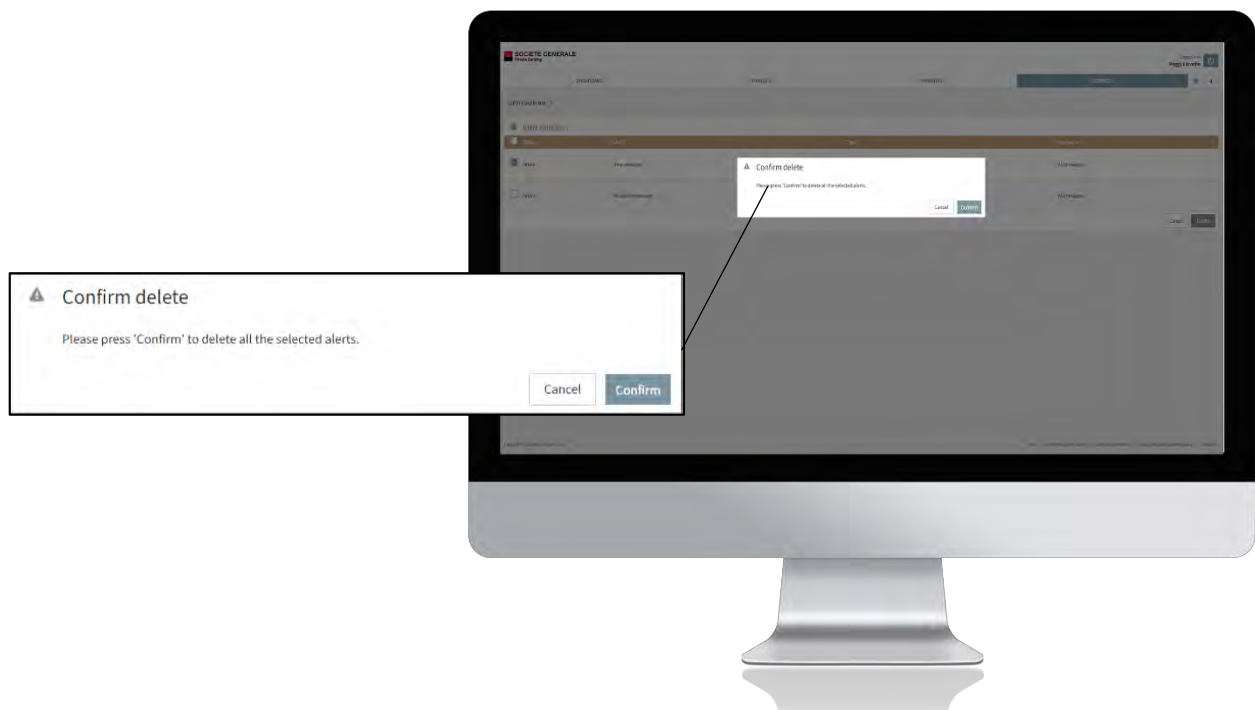
CHANGE THE PASSWORD (ONLY ON COMPUTER / TABLET)

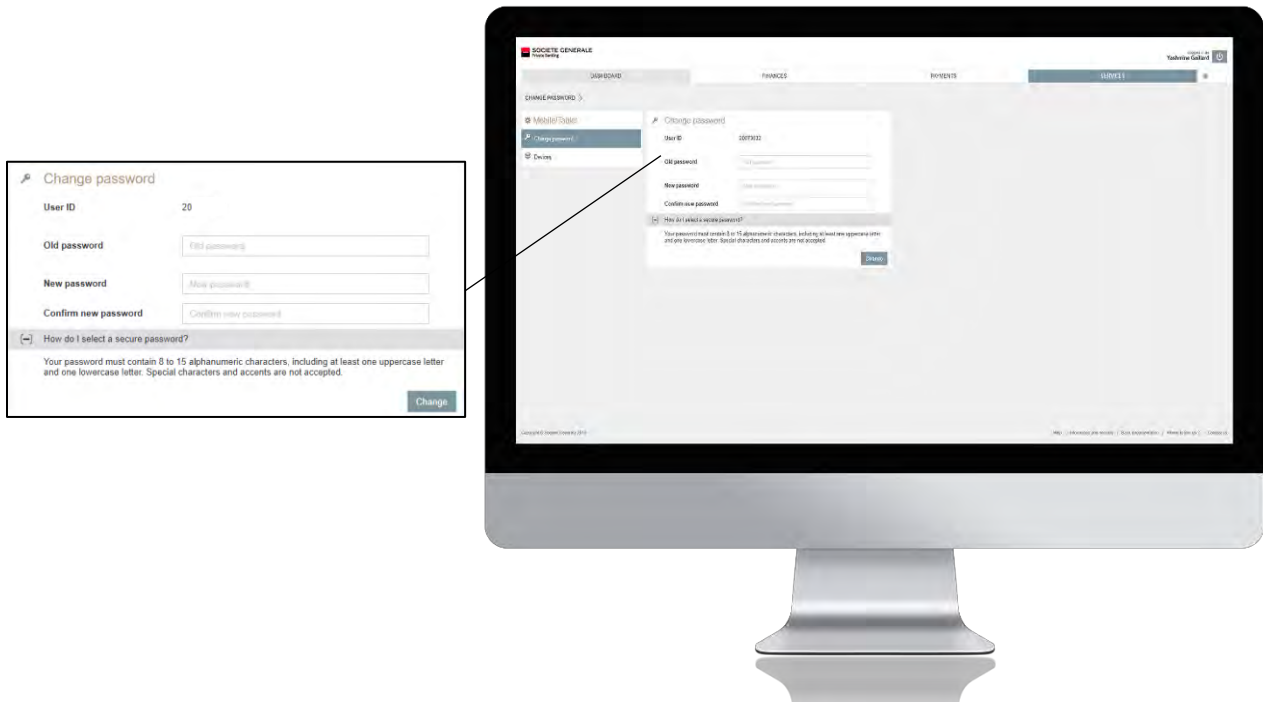**1** Place your cursor on the "Services" tab and select "Preferences".
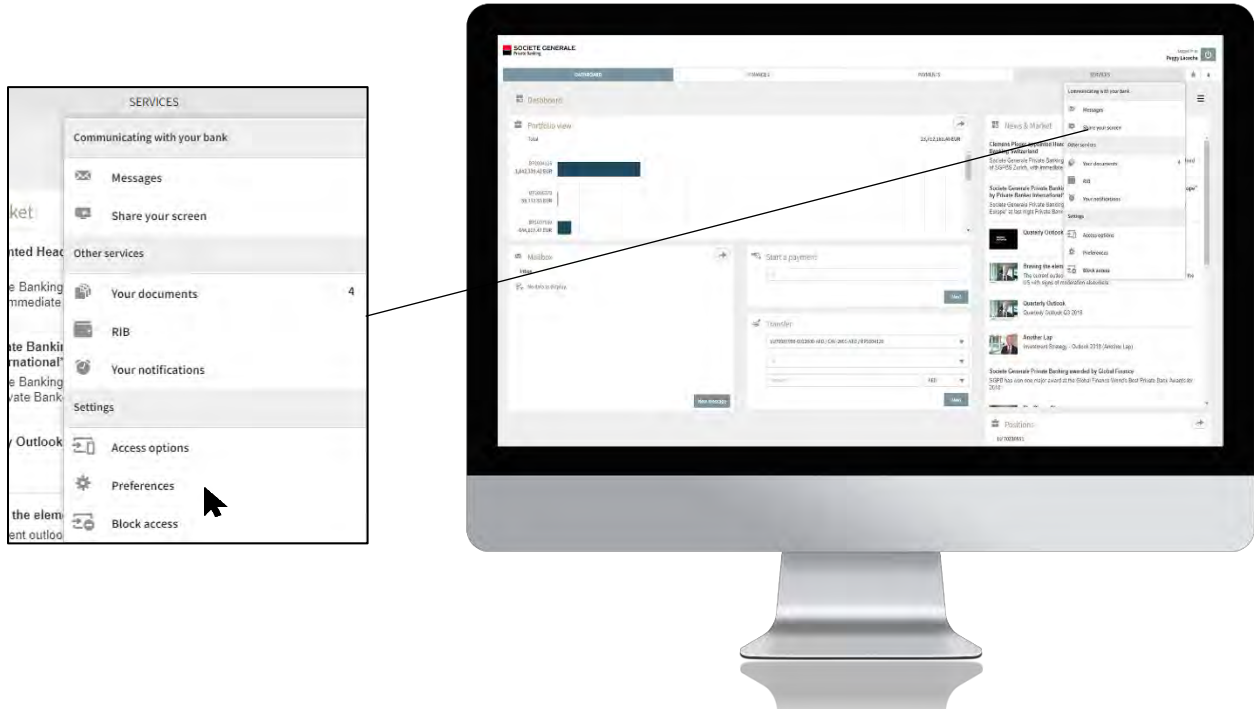
2 In the "Change password" tab, fill in the various free fields and then click on "Change".

3   **A confirmation message appears. Click "OK".**

Password updated

Your password has been changed successfully.

OK

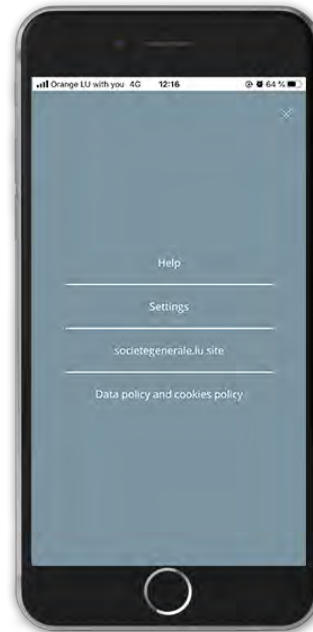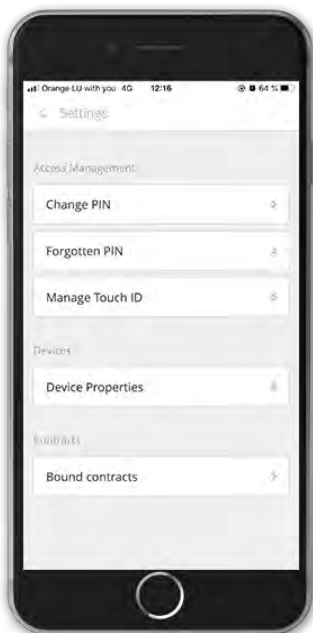# CHANGE THE PIN CODE ON MOBILE PHONE

1 Open the application on your device and click on ≡

2 Tap the "Settings" tab.

3 Press "Change PIN".

4 Set a 6-digit PIN code and press "OK".

5 **Confirm your 6-digit PIN code and press "OK".**

6 **A confirmation message appears. Press "OK".**
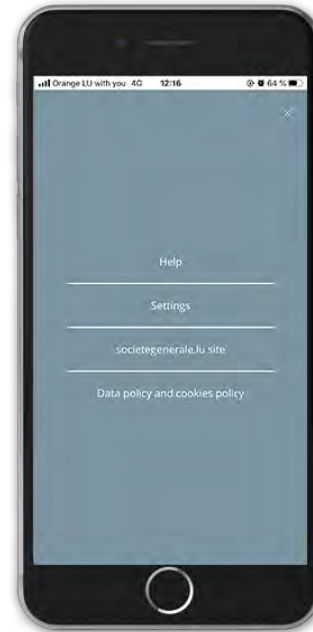
RESET YOUR PIN CODE

If only one device is linked to the contract, please call your Private Banker.
If more than one device is linked to the contract, please follow the instructions below:
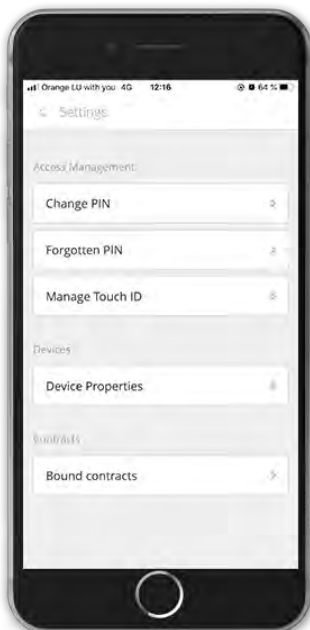
1 Open the application on your device and click on ☰

2 Tap the "Settings" tab.

3 Press "Forgotten PIN".

4 Press "OK" to continue.

ACTIVATE / DEACTIVATE TOUCH ID

1 **Open the application on your device and click** ☰

2 **Tap the "Settings" tab.**
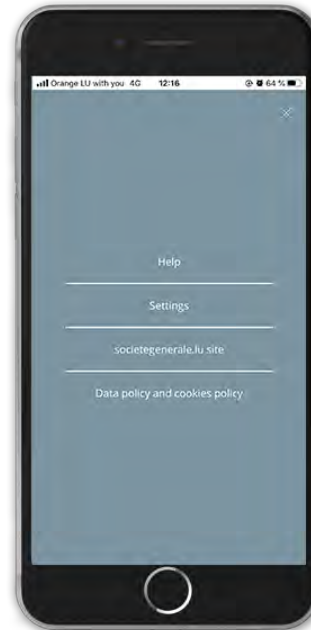
3 **Press "Configure Touch ID".**
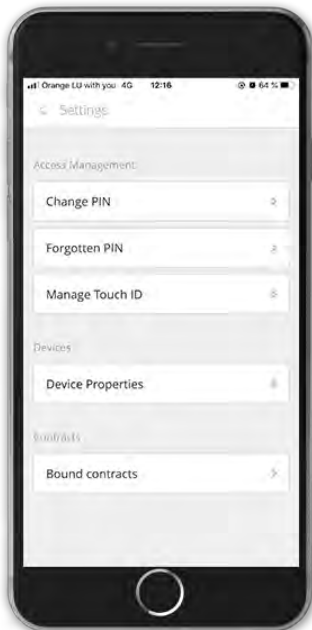
4 **To disable the Touch ID, uncheck the button.**
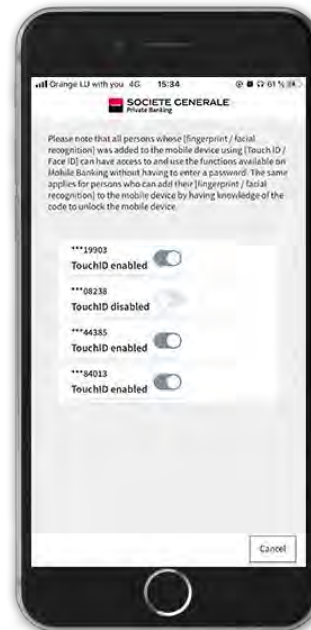
5 Your TouchID is disabled. To enable it, check the button.
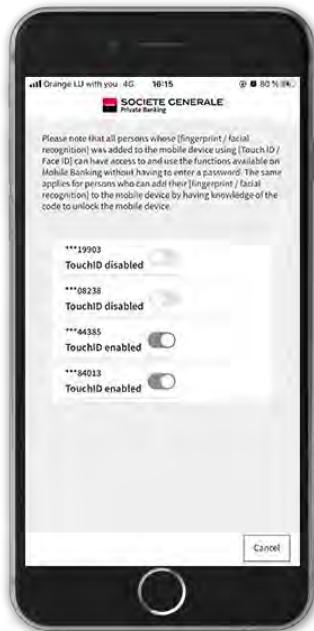
6 Enter your PIN code and confirm by pressing "OK".

7 Touch the sensor on your device to confirm the activation of the TouchID.

8 Your TouchID is successfully activated.

DELETE A DEVICE (COMPUTER / TABLET ONLY)

1   Place your cursor on the "Services" tab and select "Access options" and "Manage devices".

2   Select the device you want to delete.

3   **Click on "Delete".**

Device details

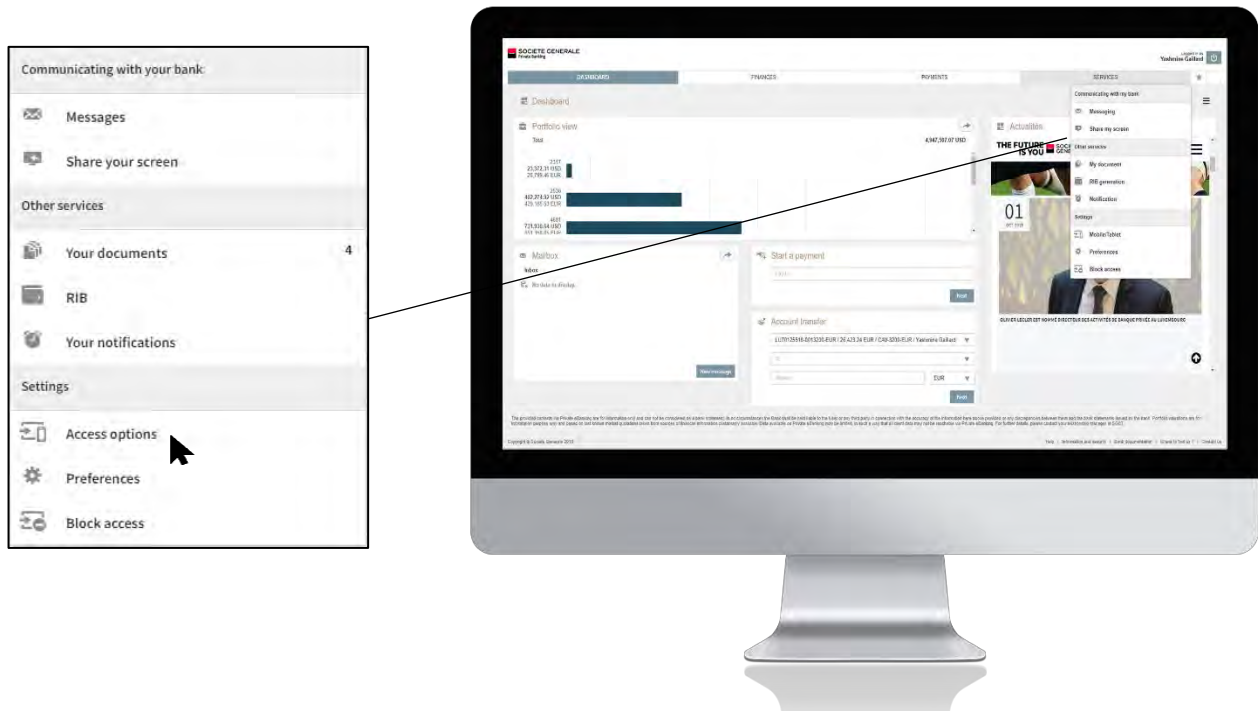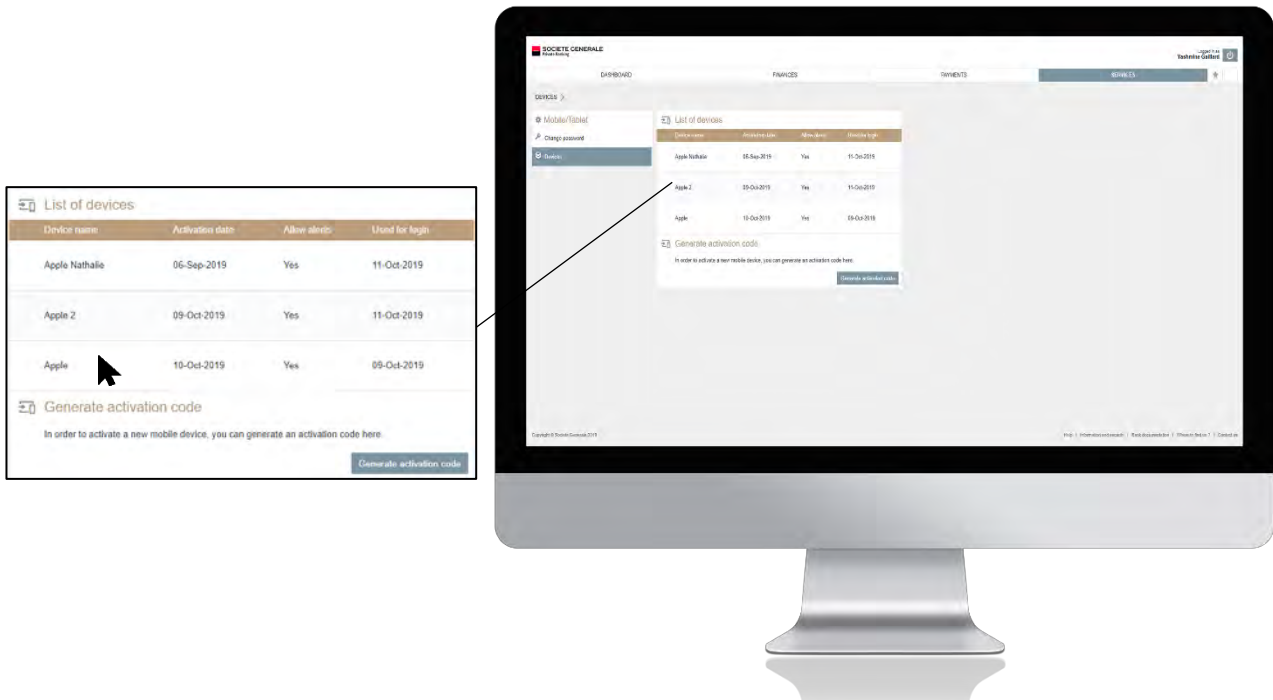| Device name | Apple |
Allow alerts	☑
Used for login	09-Oct-2019 14:13 (PushTAN login)
Activation date	10-Oct-2019 12:13

Cancel   Delete   **Save**
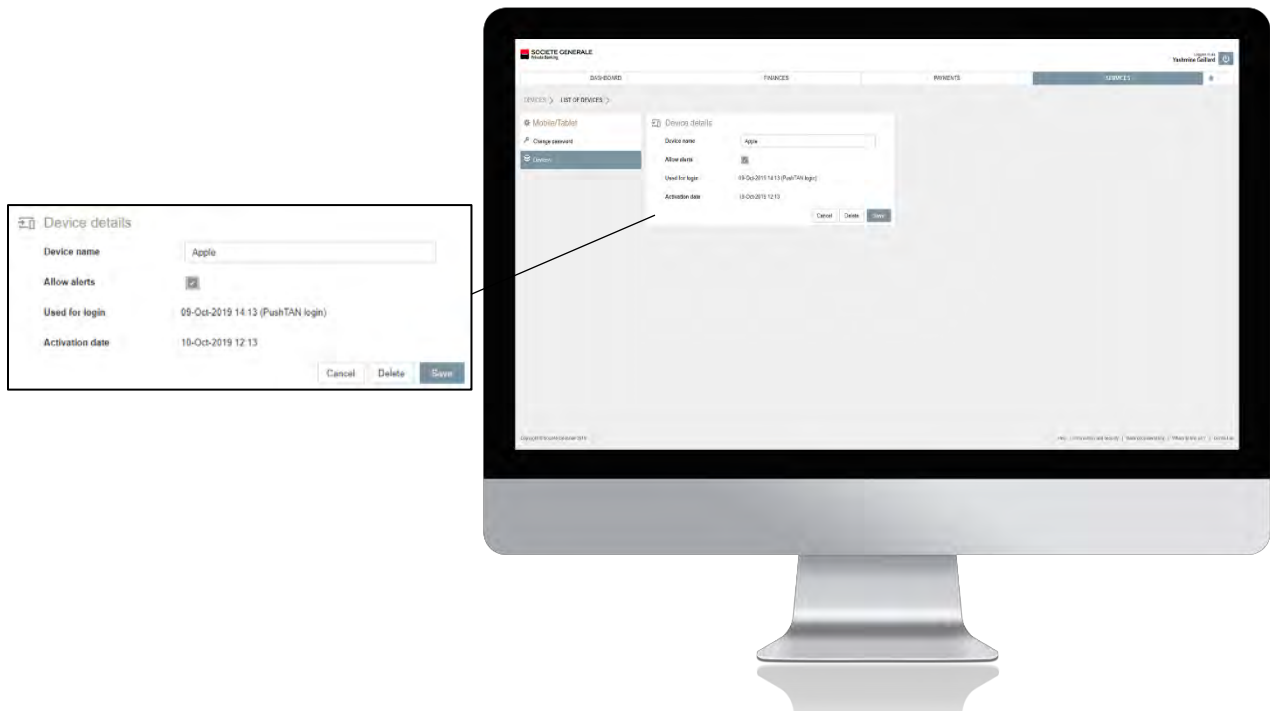
4   **A confirmation message appears. Click on "Delete" to confirm the deletion of the device.**

Delete device

Are you sure that you no longer wish to use this device to log in to e-Banking?

If there are notifications or alerts referring to the main device, they will be delivered to a new main device.

Cancel   **Delete**
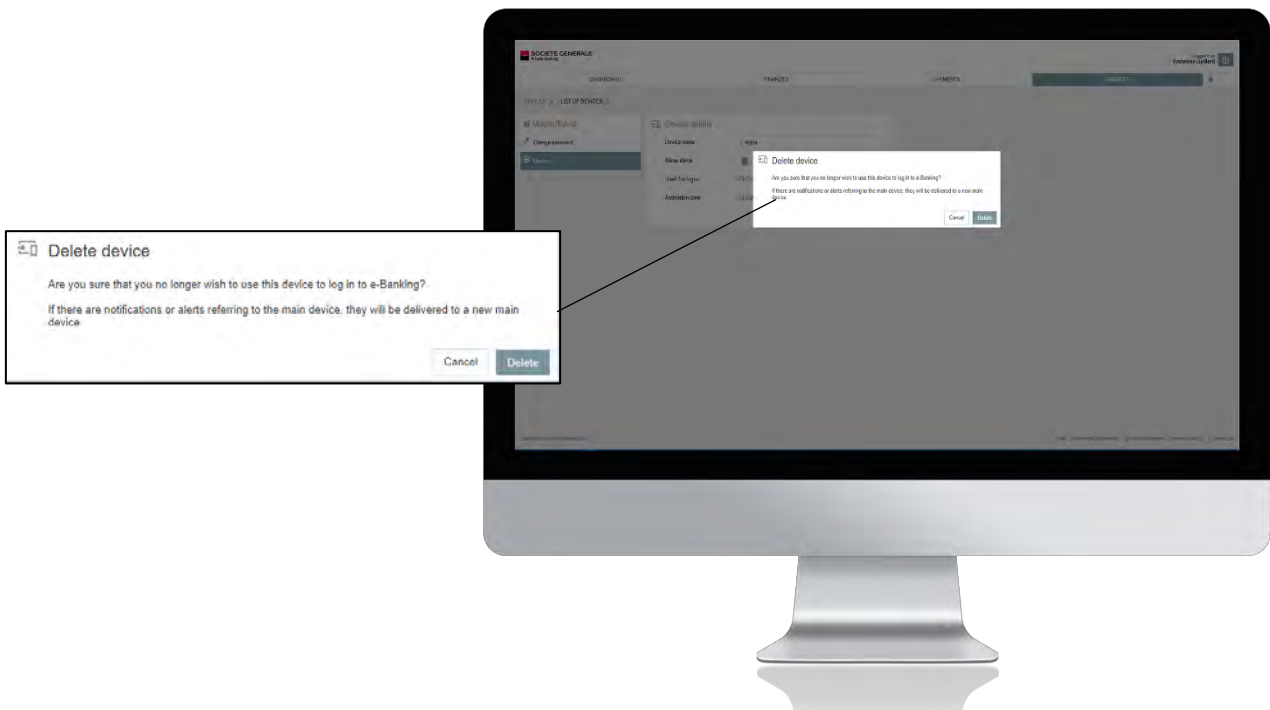
CHANGE THE REFERENCE CURRENCY ON MOBILE PHONE

1 Press the menu ≡ at the top right.
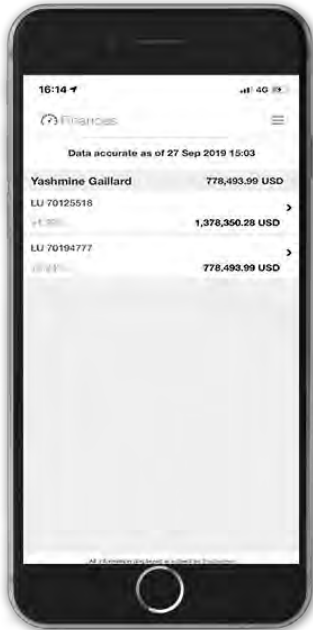
2 Tap the "Settings" tab, then "Preferences".

3 Click on "Reference Currency".

4 Select the currency of your choice. This will automatically be used for the valuation of your portfolio in the "Payments" menu.
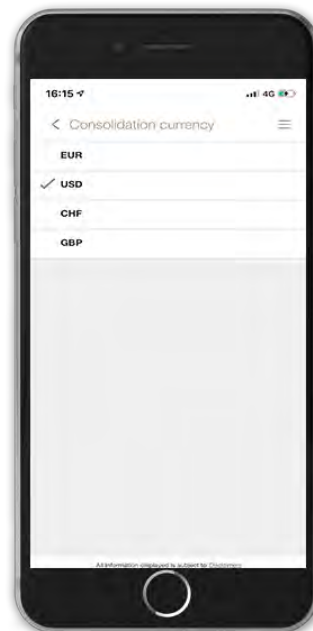
CHANGE THE REFERENCE CURRENCY ON COMPUTER/TABLET

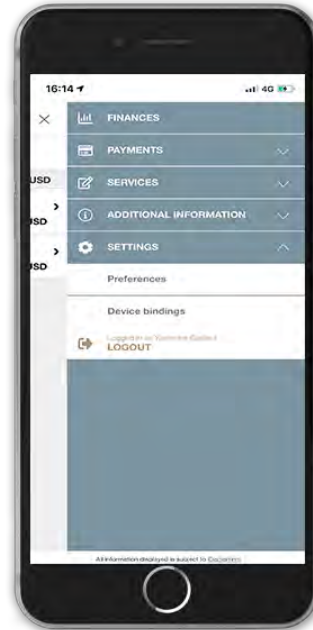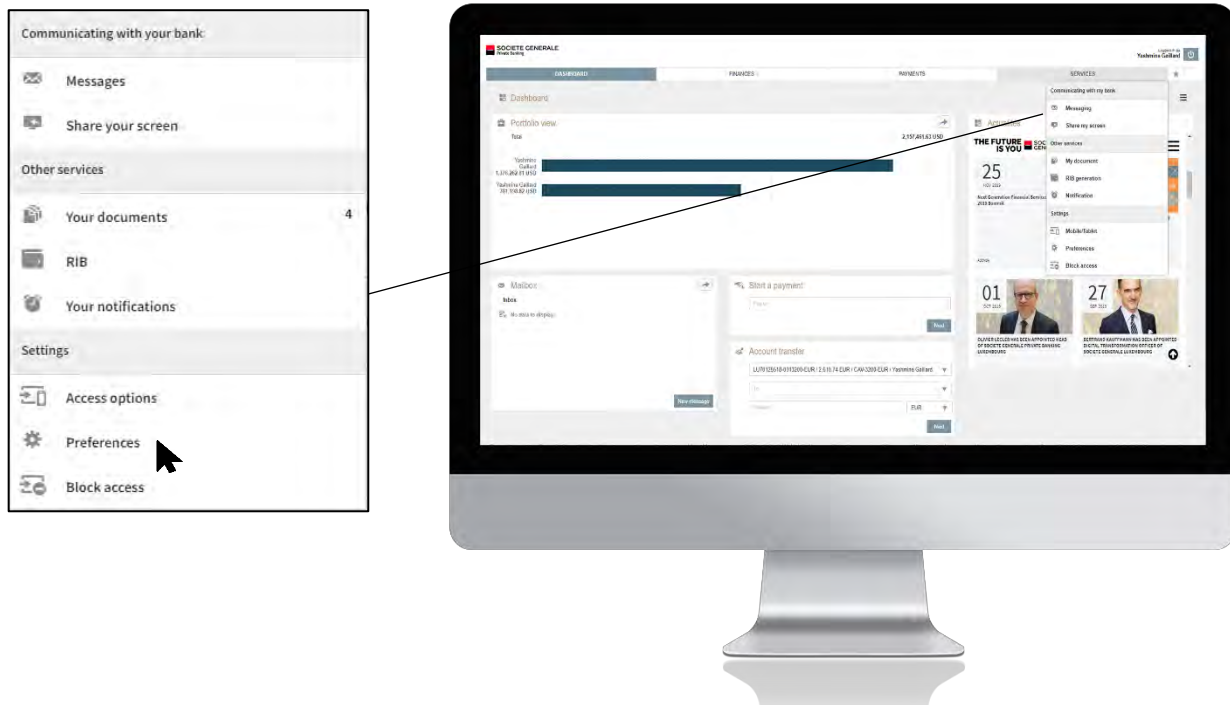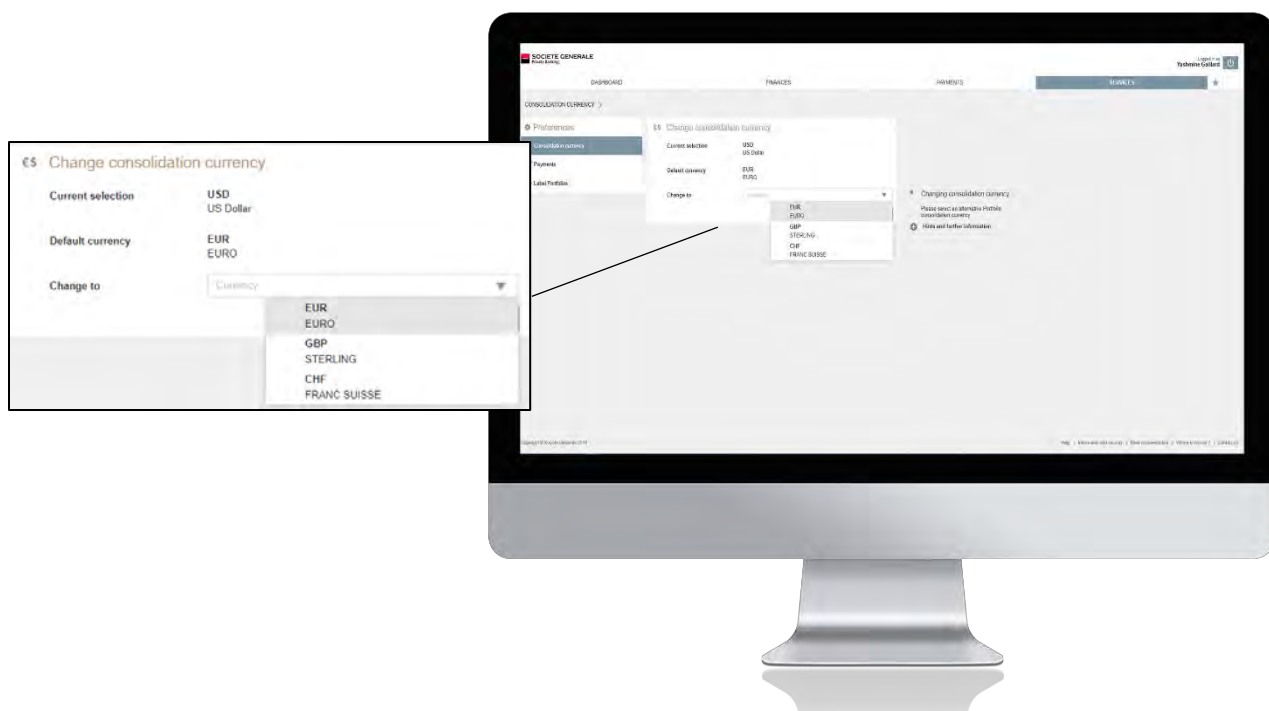**1** **Place your cursor on the "Services" tab and select "Preferences".**

2 **In the "Reference Currency" section, select the currency of your choice from the drop-down menu.**

3 **Once the currency has been selected, click "Apply".**

€$ **Change consolidation currency**

Current selection	**USD** US Dollar
Default currency	**EUR** EURO
Change to	EUR ▼

Apply
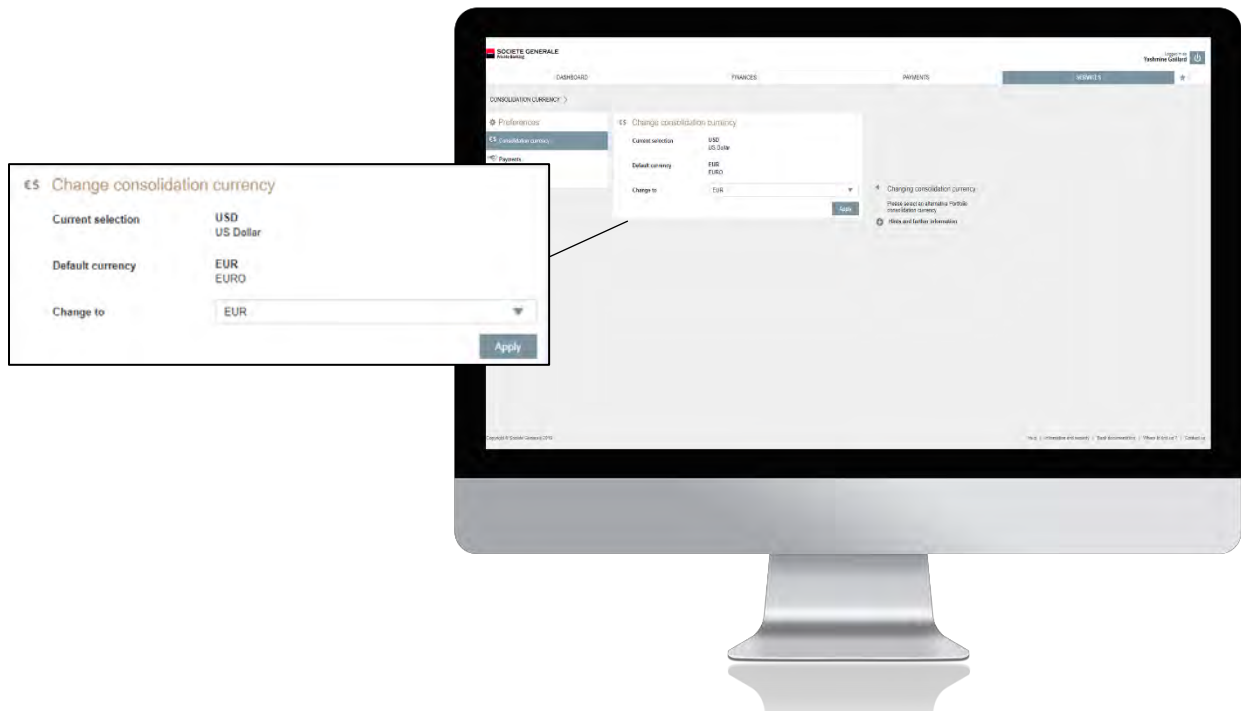
4 **Click on "Confirm" to validate your currency change, otherwise click on "Cancel".**

⚠ Confirm consolidation currency change

New consolidation currency	**EUR** EURO

Cancel   Confirm
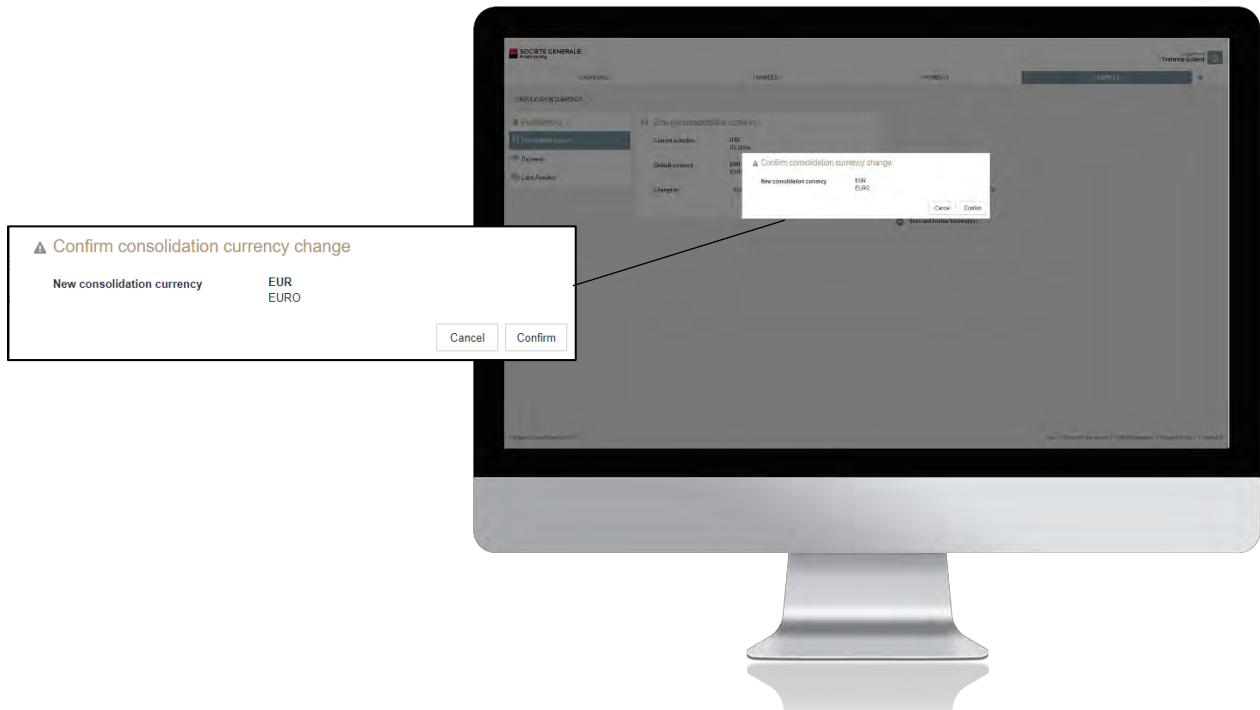
DEFINE YOUR DEFAULT DEBIT ACCOUNT (ONLY ON COMPUTER/TABLET)

1   Place your cursor on the "Services" tab and select "Preferences".
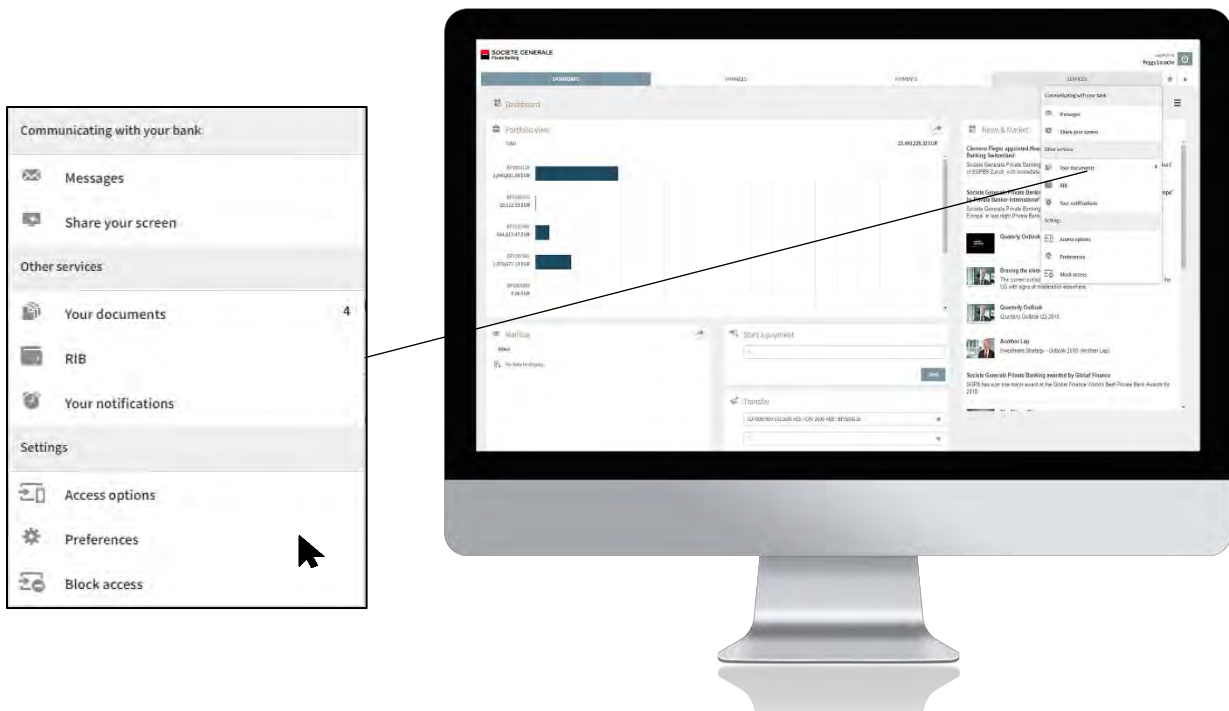
2   In the "Payments" section, select from the drop-down menu the account you wish to set as default.
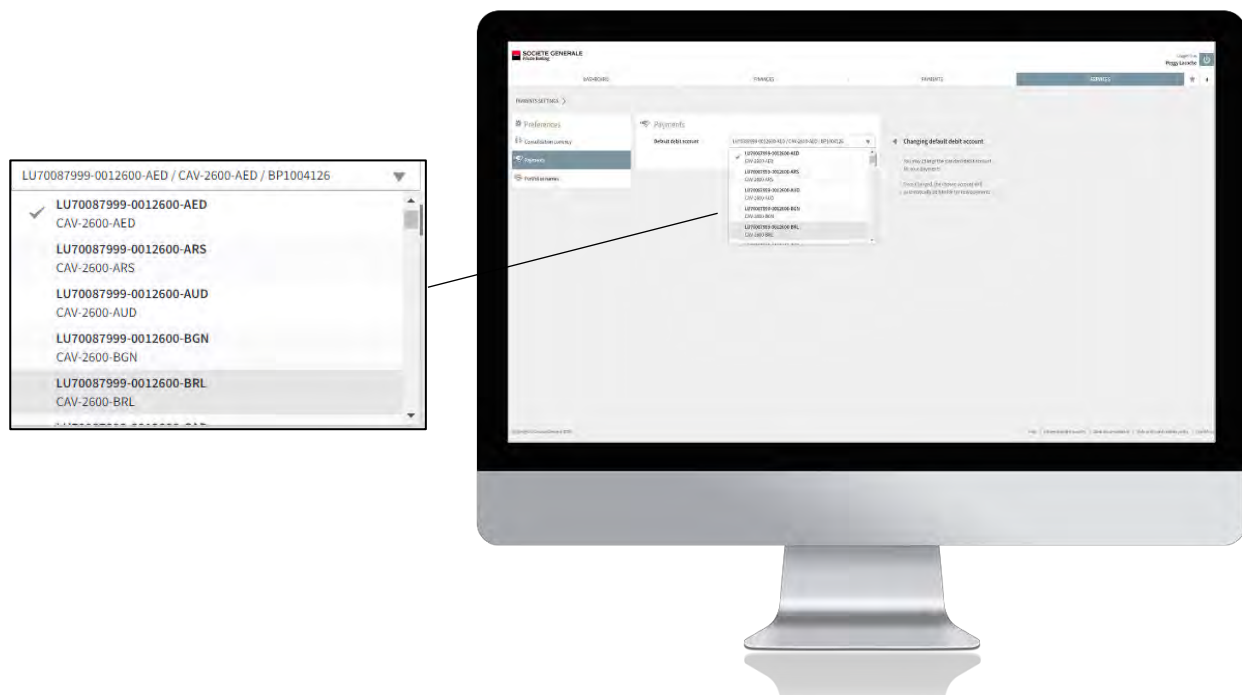
3 **Once the account has been selected, click "Apply".**

4 **Click "Confirm".**

5 **A confirmation message appears. Click "OK" to finish.**

Payment settings submitted

Your payment details have been successfully submitted

OK

DEFINE YOUR ACCOUNT NAMES (ONLY ON COMPUTER/TABLET)

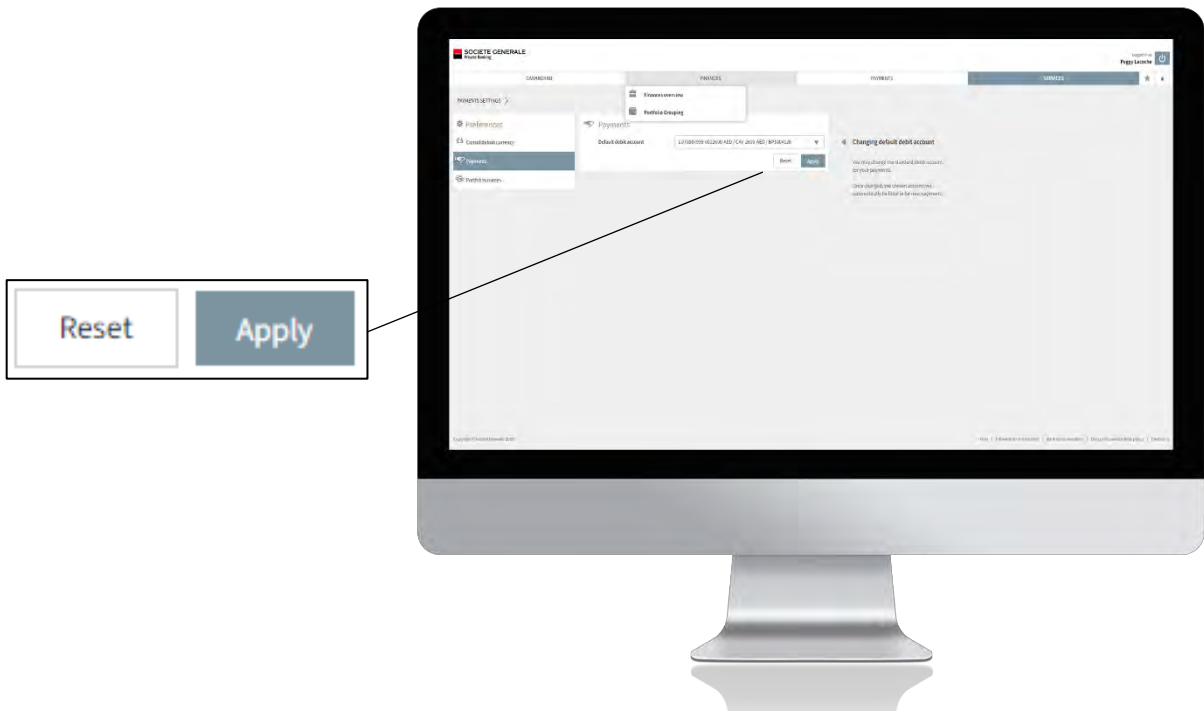**1** **Place your cursor on the "Services" tab and select "Preferences".**

2 **Select the "Portfolios names" tab and complete the fields corresponding to the accounts whose labels you wish to change.**
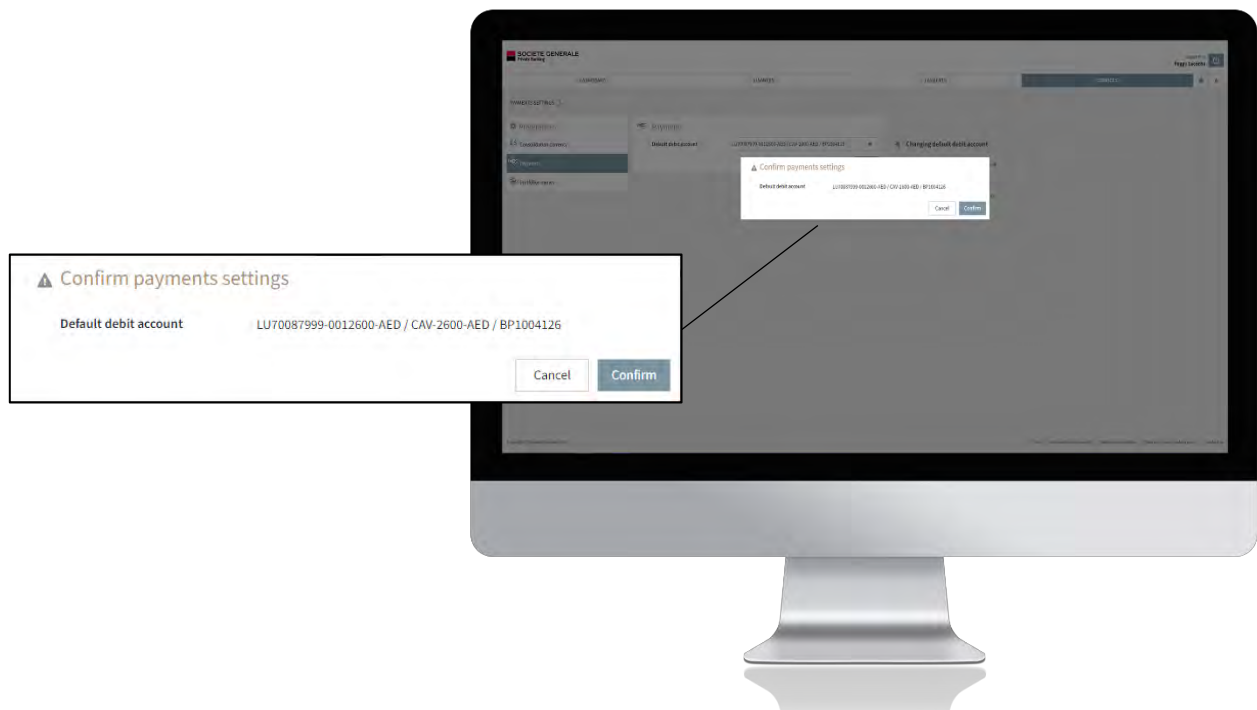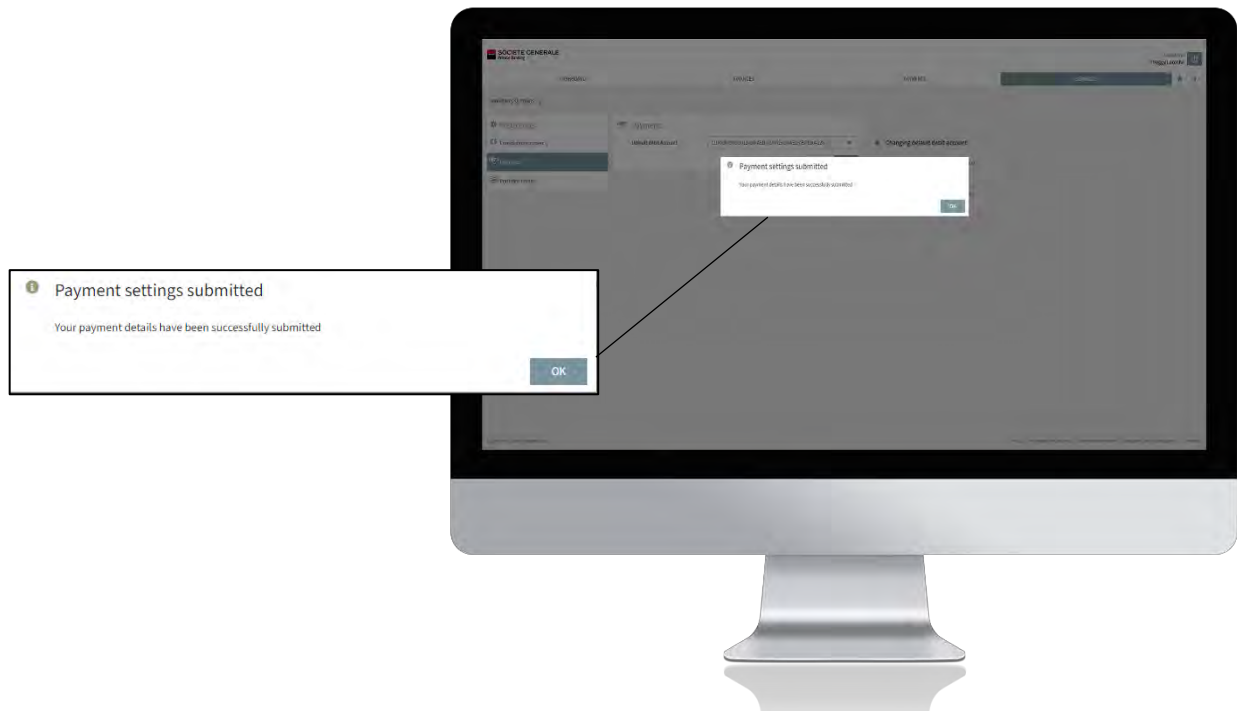
3   Once the name has been completed, click "Apply", and then click "OK".

Names added

Your portfolio names have been updated

OK

CHANGE THE LANGUAGE ON MOBILE PHONE

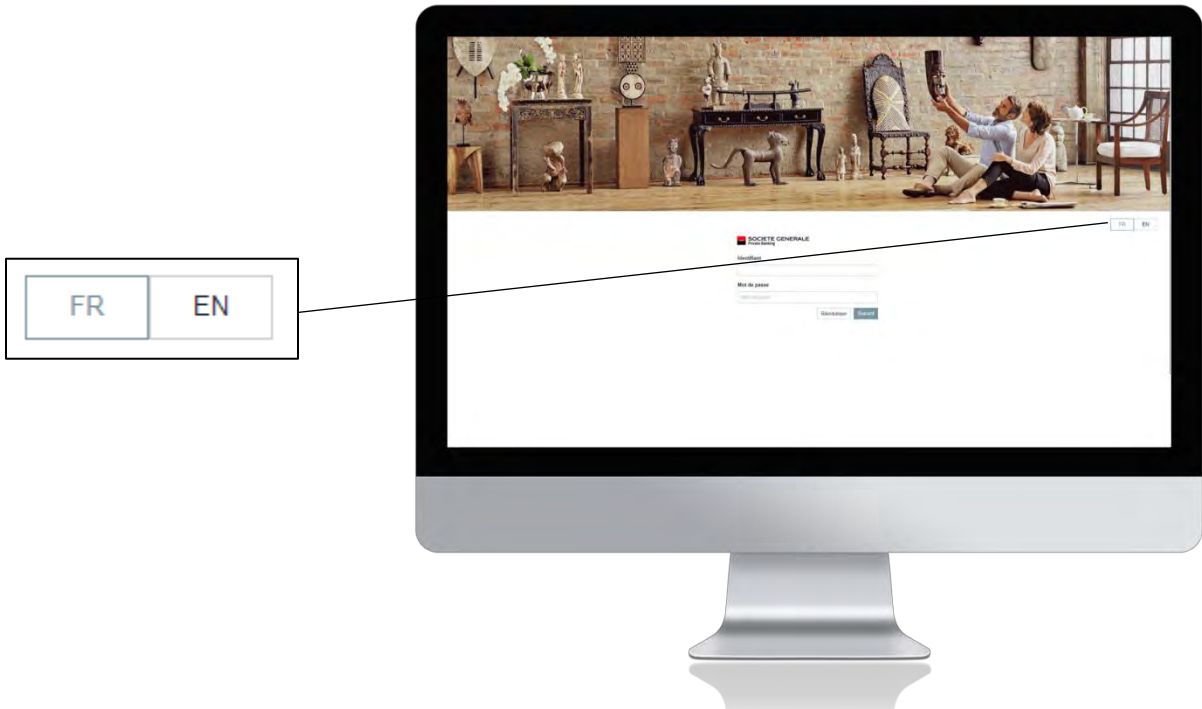**Your Private eBanking application is currently available in English and French. The default language of the application is that of the mobile phone (for French and English). If you want to change the language, simply change the language of your mobile phone in the device settings.**

CHANGE THE LANGUAGE ON COMPUTER / TABLET

1 **Before logging in, check the desired language.**

| FR | EN |

2 **The page then refreshes automatically with the updated language.**

SOCIETE GENERALE
Private Banking

User ID

Password

Password

Reset   Next