

## Vontobel Wealth

### Instructions for the secure use of the “Vontobel Wealth” e-banking tool via the SecureAccess app<sup>1</sup>

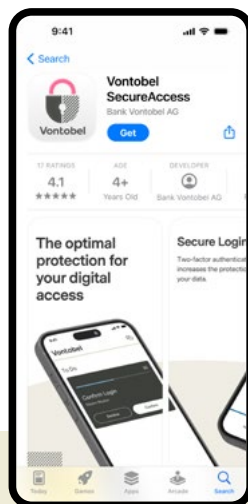
You will need the Vontobel SecureAccess app to use our e-banking solution in a browser (such as Chrome) on your desktop or laptop computer.

To activate the app, you will need a smartphone or tablet, your computer and the two letters sent to you by Vontobel that contain your **username**, **initial password** and **activation code** (which are sent separately for security reasons).

It takes only a few steps to enter the world of Vontobel Wealth e-banking.

<sup>1</sup> Please note that while Vontobel Wealth—our online banking platform—an SecureAccess are operated by Bank Vontobel AG, an affiliated company of Vontobel Swiss Financial Advisers AG, Vontobel Swiss Financial Advisers AG remains your primary point of contact and is fully responsible for managing and overseeing its relationship with you.

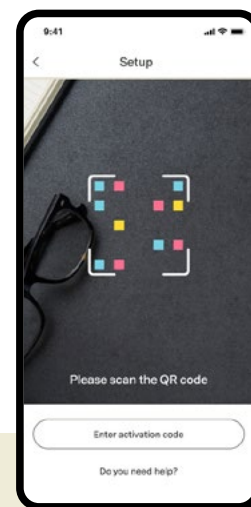
1



Go to the App Store or Google Play Store on your smartphone or tablet and download the “Vontobel SecureAccess” app.

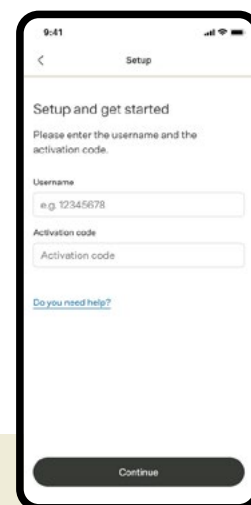
You can choose whether to carry out the activation process using a QR code or an activation code. If you would like to use a QR code, please go to step 2a. If you would like to use an activation code, please go to step 2b.

2a

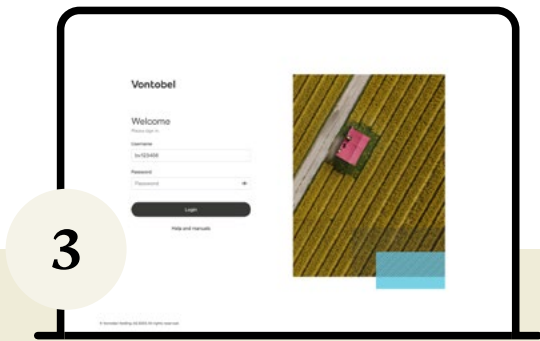


To carry out the activation process using a QR code, please scan the QR code on the letter you received using the “Vontobel SecureAccess” App.

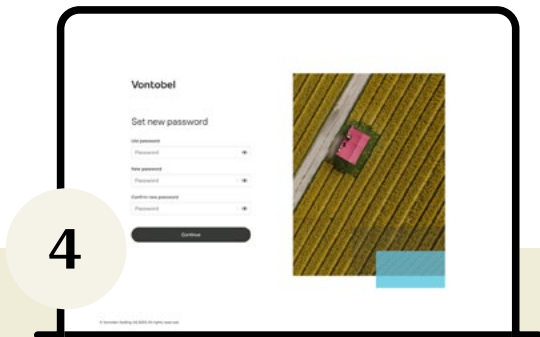
2b



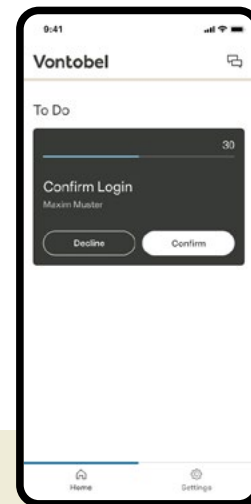
To carry out the activation process manually using an activation code, please input your username (8-digit number) and activation code yourself.



Now switch to your computer and go to the website **[digitalservices.vontobel.com](https://digitalservices.vontobel.com)**. Enter your username and initial password. Select “Login”.



Your computer will now ask you to enter your initial password once and change it (at least 8 characters, upper and lower case letters, at least one number and one special character). Repeat the new password and confirm with “Proceed”.



You will receive a login request on your smartphone. Confirm your login by pressing “Confirm”.

The app is now activated. From now on, you can log in at any time with your username, your personal password and the SecureAccess app in the e-banking solution “Vontobel Wealth”.

If you already have an active user and want to add another, simply go to Settings and then select “Activated Users”.

**Hotline**

Monday to Friday 8:00 a.m. to 6:00 p.m. (CET)

In Switzerland <sup>1</sup>	T 0800 700 780
International calls <sup>1</sup>	T +800 7000 78 00
International calls <sup>2</sup>	T +41 58 283 66 00
From the U.S. <sup>2</sup>	T +1 212 476 8259
Website	vontobel.com/help

***The complete information, including a series of video tutorials, is available at [vontobel.com/help](https://vontobel.com/help) where you will also find additional info on data protection and security.***

<sup>1</sup> toll free  
<sup>2</sup> charges apply