

PRIVATE
EBANKING

HOW TO SET UP AND USE YOUR PRIVATE EBANKING



 **KLEINWORT
HAMBROS**

SOCIETE GENERALE GROUP

WELCOME TO YOUR ONLINE SERVICES

At Kleinwort Hambros, we strive to simplify the way you can manage your finances – at any time of day and from anywhere in the world. As part of this ongoing commitment, we offer modern and efficient eBanking services.

Nothing is more important to us than the safety of your money. In order to set up your account, there are a number of security processes you need to complete. It is simple to do and should not take more than 10 minutes.

At the end of this process, you will have:



A KH Secure app on your smartphone or tablet, which generates the security codes you will need to log in.



A KH eBanking app, which you can use to manage your account from your smartphone or tablet. You can also log in from any desktop computer.

WHAT IS IN THIS GUIDE?

This guide comes in three parts, which set out how to:

- Activate your account and set up your security app
- Log in to your Private eBanking account
- Authorise a new beneficiary

CONTACT US

If you have any questions, please contact our eBanking Helpdesk:

Freephone from inside the UK: 0800 029 3157

From outside the UK: +44 (0)1534 815 444

By email: ebanking-helpdesk.sghambros@kleinworthambros.com

ACTIVATE YOUR ACCOUNT AND SET UP YOUR SECURITY APP

Follow these steps to activate your account and set up the KH Secure app on your smartphone or tablet. At the end of this process, you will be able to generate one-time passwords to access your Private eBanking.

1 of 11



You require the letter from us with an eight-digit **User ID**.

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On a desktop computer or tablet web browser, type “**KH Secure**” into a search engine, then click the **KH Secure: Kleinwort Hambros Private eBanking** link to take you to our website. Then click the following button:



Activate KH Secure

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Type your **email address** and eight-digit **User ID** into the box and click the “**Send**” button.

Email Address:

User ID:

Send

If you don't know which email address we hold for you please contact your private banker.

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You will receive an email from **ebanking-helpdesk.sghambros@kleinworthambros.com**.
Open the email and click the link.

5 of 11



Choose a new password. We recommend a minimum of eight characters that combine upper and lowercase letters as well as numbers.

User ID:

New Password:

Confirm New Password:

Update

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Using a smartphone or tablet with a camera, search for “**KH Secure**” on your app store to download the app.



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Open the KH Secure app, click the “**Scan coloured image for activation**” button and place your device in front of the coloured image on your desktop computer screen.



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You will see a ten-digit “**Device code**”. Enter this code in the field underneath the coloured image on your desktop computer.

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Click “**Scan confirmation image**” on your smartphone or tablet and position your device in front of the coloured image on your desktop computer screen again.



10 of 11



You will be given the option to create a **KH Secure passcode** and optionally set up your fingerprint, which you will use to create one-time passwords (OTPs) to log in to your account.

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Enter the “**confirmation code**” that appears on the **KH Secure** app into the desktop computer screen.



Your account has now been activated.

LOG IN TO YOUR PRIVATE EBANKING ACCOUNT

There are two ways you can log in to your account.

1 of 5



On a desktop computer visit www.kleinworthambros.com and select “**Private eBanking**” from the menu behind the following button:



ONLINE SERVICES

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You can also access your account through your smartphone or tablet. First, you will need to search for “**Kleinwort Hambros**” in the app store and then download the **KH Private eBanking** app.



3 of 5



Enter your **User ID** and **password** into the relevant fields and click “**Next**.” If you are using a private desktop and would like your User ID remembered for future logins, click the tick box next to “Remember my User ID”.

User ID:

Password:

Remember my User ID

Next

4 of 5



Open the “**KH Secure**” app on your smartphone to generate a **one-time password (OTP)** using your passcode or fingerprint recognition.



5 of 5



Enter this six-digit **password** into the field on your **eBanking** account.

OTP:

Continue



You are now logged in to your online account.

AUTHORISE A NEW BENEFICIARY

To transfer money to someone new, you will need to log in to your account through a web browser on your desktop computer or tablet. You can generate an authorisation code using the KH Secure app.

1 of 5



Log in to your account, enter the new payment details and click “**Continue**”.

2 of 5



You will be presented with a “**payment code**”.

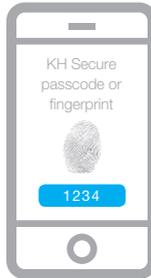


Please enter 000000 into the KH Secure app to obtain an authorisation code.

3 of 5



Open the **KH Secure** app with your passcode or fingerprint.



4 of 5



Enter the **“payment code”** into the **KH Secure** app to generate an **“authorisation code”**.



5 of 5



Enter this “**authorisation code**” into your online banking account screen.



We will process your payment instruction.

FREQUENTLY ASKED QUESTIONS

Why do I need to download two apps?

KH eBanking is a smartphone and tablet app, which you can use to manage your account, including making payments and viewing documents.

KH Secure is a security app, which generates the one-time passwords you will need each time you want to log in to your account. It also generates authentication codes when you want to pay someone new.

Can I have the KH Secure app on more than one device?

No, only one device can support KH Secure.

Can I have the KH Private eBanking app on more than one device?

Yes. As well as accessing eBanking through the app, you can also log in through a web browser.

I have upgraded or lost my device with KH Secure. What do I do?

Please contact the eBanking helpdesk directly or your private banker and we will reset your access.

What should I do if I forget my password?

Click the link on the KH Private eBanking home page “Activate/Reset an eBanking Password” to reset your access. Alternatively, call our helpdesk and they will reset your password.

What should I do if I forget my user ID?

Contact the eBanking helpdesk.

What do I do if I think someone has access to my eBanking account?

Call the helpdesk immediately and we will freeze access to your account. Out of office hours, leave a message with your name and phone number.

How do I go paperless?

Please contact your private banker to switch to paperless.

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By email: ebanking-helpdesk.sghambros@kleinworthambros.com

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