

Secure Mobile App User Guide



1. 서비스 안내

- Secure Mobile App이란?

EU PSD2의 SCA(Strong Customer Authentication) 요건을 충족하는 강력한 고객인증 수단입니다.

- 이용 대상 고객

EU 점포 내 모든 전자금융 가입자 (개인/기업, 각 ID별)

- 이용 단말기 안내

- Android 8.0 이상
- iOS 10.0 이상

- 등록절차 안내

Step 1. 고객인증

- 1) 고객인증번호, 로그인 PW(사용자 비밀번호)
- 2) 기존 보안매체(OTP or 인증서) or SMS 인증

Step 2. Secure Mobile App 설치, 유저등록, Activation 코드 입력

Step 3. 등록완료 (click!)

2. 이 용 안내

■ Login Password Reset(Personal Customer)

Login Page → Personal → Personal Login → Initialize password(Personal Customer) → Registration(Reset Login Password)

menu

PersonalCorporateCustomer serviceAbout Us

NETHERLANDSEnglishPersonal Login

Bank

HOME > Personal information > Initialize password (Personal Customer)

Initialize password (Personal Customer)

• Only customers with a certificate or an OTP can register or reset their password.

Select initialize password

Select password

☒ Initialize login password
☐ Initialize transfer password
☐ Initialize login/transfer password

Customer information

BranchAmsterdam

ID

Customer verification number?

Account number?
* Use keypad shown on the screen with your mouse for better security

Initialize login password

Password

Confirm password

Register

2. 이 용 안내

■ Login Password Reset(Corporate Customer)

Login Page → Corporate → Corporate Login → Initialize password(Corporate Customer) → Registration(Reset Login Password)

menu

PersonalCorporateCustomer serviceAbout Us

NETHERLANDSEnglishCorporate Login

Bank

HOME > Personal information > Initialize password (Corporate Customer)

Initialize password (Corporate Customer)

Only customers with a certificate or an OTP can register or reset their password.

Select initialize password

Select password

☐ Initialize login password
☐ Initialize transfer password
☐ Initialize login/transfer password

Customer information

BranchAmsterdam

ID

Customer verification number?

Account number?
* Use keypad shown on the screen with your mouse for better security

Initialize login password

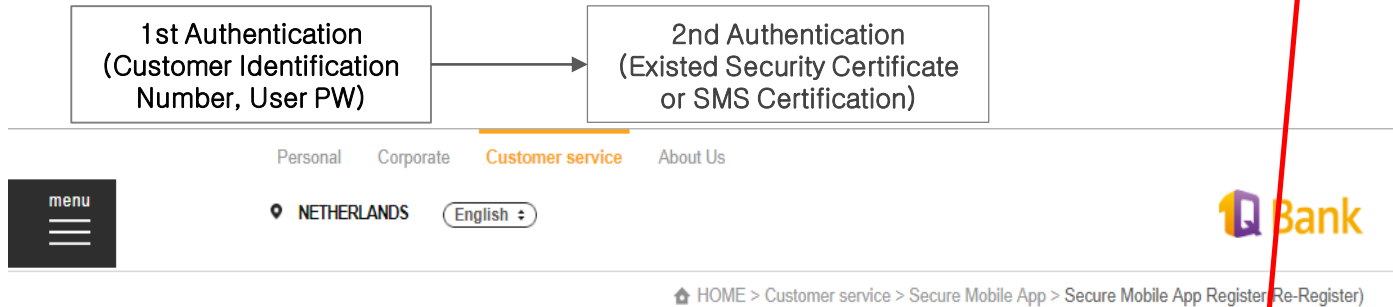
Password

Confirm password

Register

2. 이용안내

■ Step 1. Secure Mobile App Process



Secure Mobile App Register(Re-Register)

Hana Bank Secure Mobile App is a stronger measure for customer authentication than previous security measure

- 1 1st authentication
- 2 2nd authentication
- 3 Registration Guide
- 4 Complete Registration

Input Customer Info

1

User type

User ID

User password

Personal or corporate identification number

Account number

* Use keypad shown on the screen with your mouse for better security

인증서

Certificate

KEB 하나은행

Location

Hard Disk Portable Drive Storage Token Crypto Token Mobile Phone

Division	User	Expiration	Issuer

Find Password for the digital certificate is case sensitive

View/Verify Password :

Delete The input for password after select certificate.

OK Cancel

OTP

OTP verification

Enter OTP number

Please enter the 6 digits created in your OTP

A new OTP password number will be generated every minute. Please make sure you enter the password before the number changes by check the time bar.

Confirm

SMS

Secure Mobile App Register(Re-Register)

Hana Bank Secure Mobile App is a stronger measure for customer authentication than previous security measure.

- 1 1st authentication
- 2 2nd authentication
- 3 Registration Guide
- 4 Complete Registration

2nd authentication

Mobile phone number

Verification Number

Left Time: 00:00 Sending Count: 0 / 5

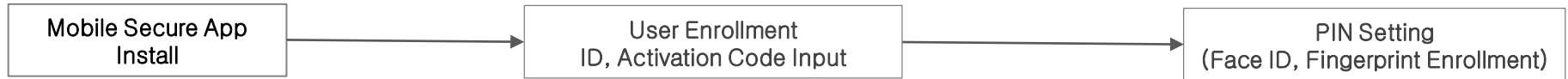
Send confirm

SMS authentication guide

- If the mobile phone number for SMS authentication is different, it can be changed through the branch.
- You can request verification codes up to 5 times. If it is exceeded, please try again.

Issue

■ Step 2. Secure Mobile App Install & User Register




Secure Mobile App Register(Re-Register)

Hana Bank Secure Mobile App is a stronger measure for customer authentication than previous security measure.

1 1st authentication 2 2nd authentication 3 **Registration Guide** 4 Complete Registration

Step1. Installation of App

- Scan QR code to download Secure Mobile App.
- Android phone users should search for "KEB Hana Bank Secure for EU" in the Google Playstore and install the app.
- iPhone users should search for "KEB Hana Bank Secure for EU" in the App Store and install the app.



Step2. Add User

After Installation of App

1. Run Secure Mobile App
2. Click "START"
3. Input Username, Activation Code(as below)
4. Input PIN(for Login App) & Click "ACTIVATE"
5. If you receive success message in App, Click 'Complete' in GRBS(STEP3).

User Name: TEST

Activation Code: 8807 8406

Activation Code Expire Time: 2020/08/05 02:21:29

Step3. Complete registration

Please click 'Complete' after success message is received from the app.

Register User Info – Input in App

The diagram shows the sequence of screens in the KEB Hana Bank Secure app during registration:

- START Screen:** Displays the KEB Hana Bank Secure logo and a "START" button.
- Registration Form:** A screen with fields for "Username" and "Activation code", and a "CONTINUE" button.
- Pin Setup Screen:** A screen with fields for "New PIN" and "Confirm PIN", and an "ACTIVATE" button.
- Success Confirmation:** A modal dialog box that says "Success Your activation was successful." with an "OK" button.
- Complete Button:** A red star highlights a "Complete" button in the E-banking interface, which is linked to the success confirmation screen.

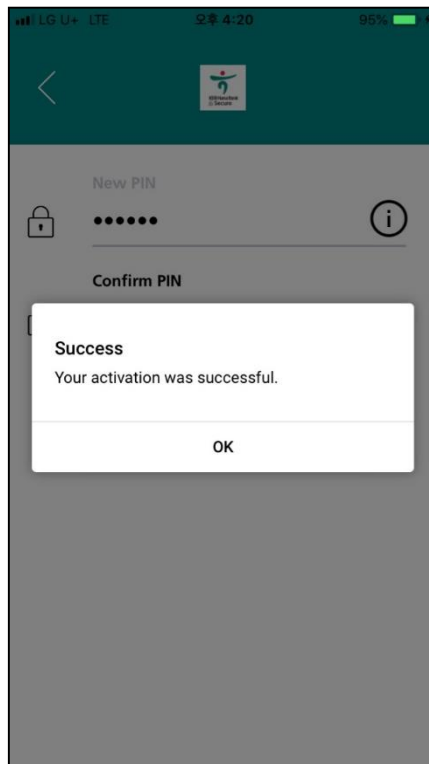
Click "Complete" button in E-banking.
After success message is received from the App

■ Step 2 ~ 3. Complete User Register & Confirm

Get Success Message
in App

Click "Complete" Button
in E-banking (Step 2.)

Complete Registration



Step3. Complete registration

Please click 'Complete' after success message is received from the app.

Complete

Secure Mobile App Register(Re-Register)

Hana Bank Secure Mobile App is a stronger measure for customer authentication than previous security measure.

1 1st authentication

2 2nd authentication

3 Registration Guide

4 Complete Registration

Complete Registration

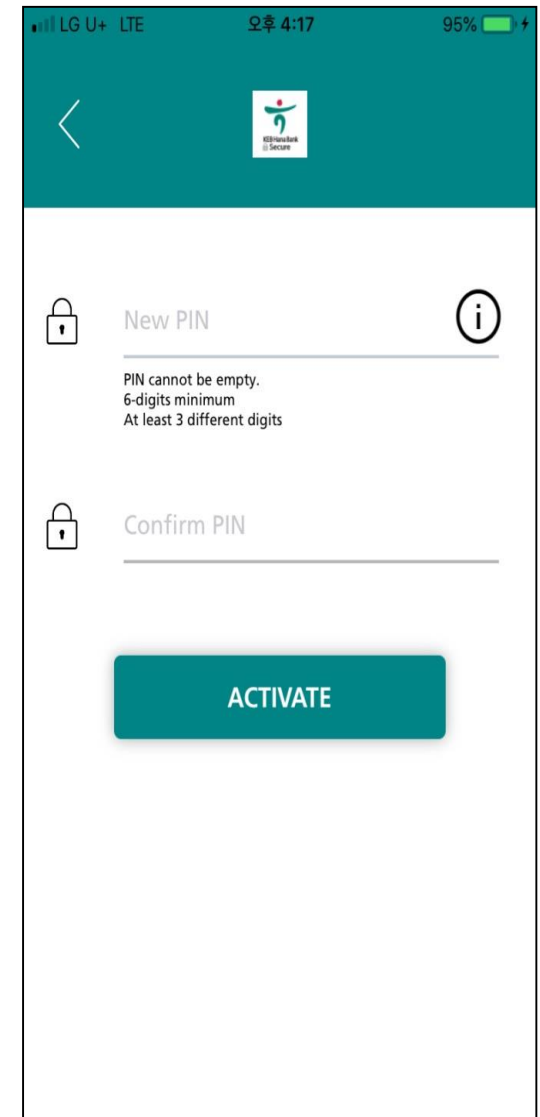
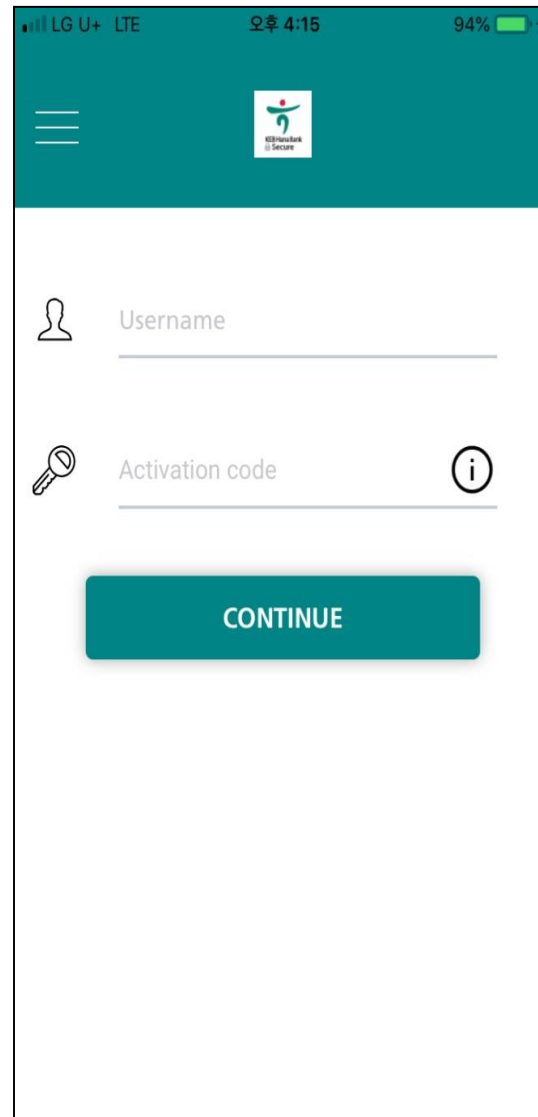
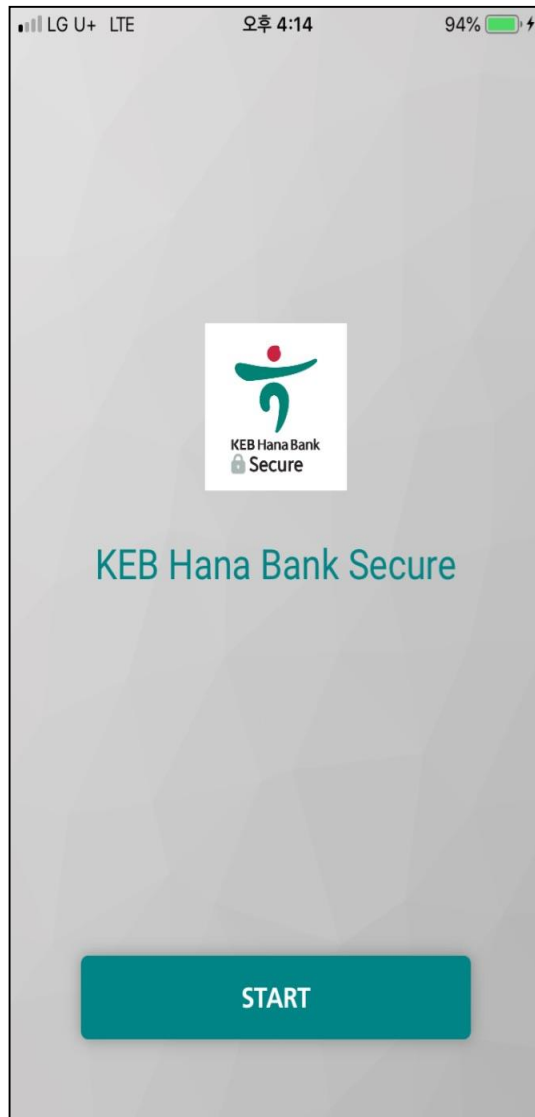
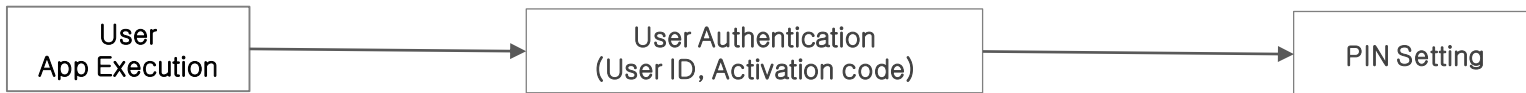
User Name TEST
Registration Date 2020/08/04 18:25:30

confirm

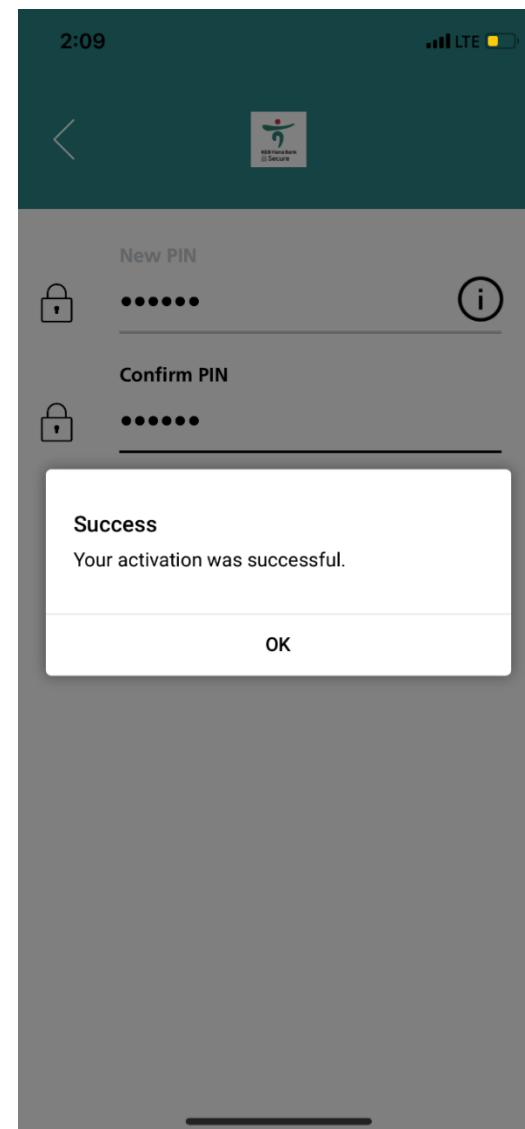
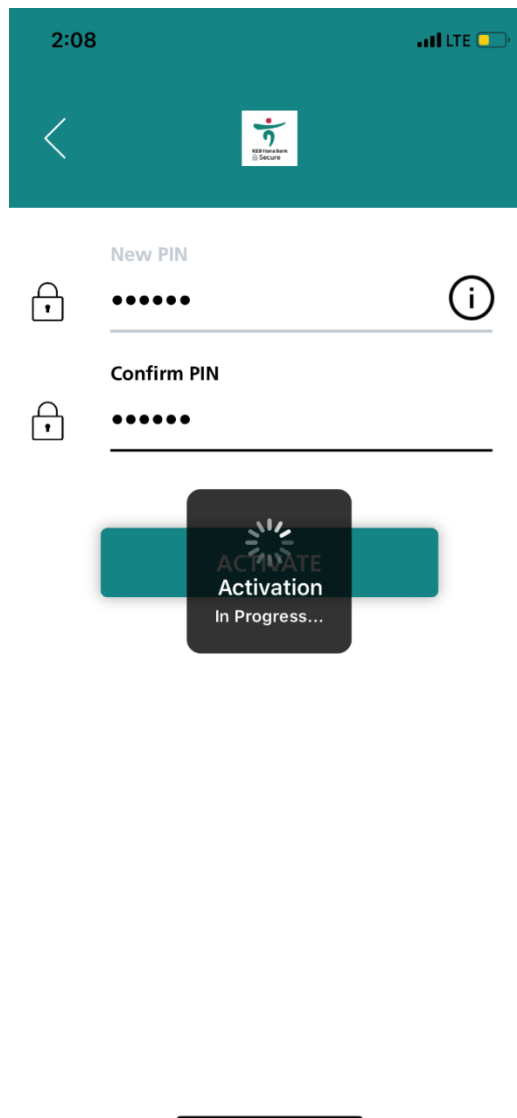
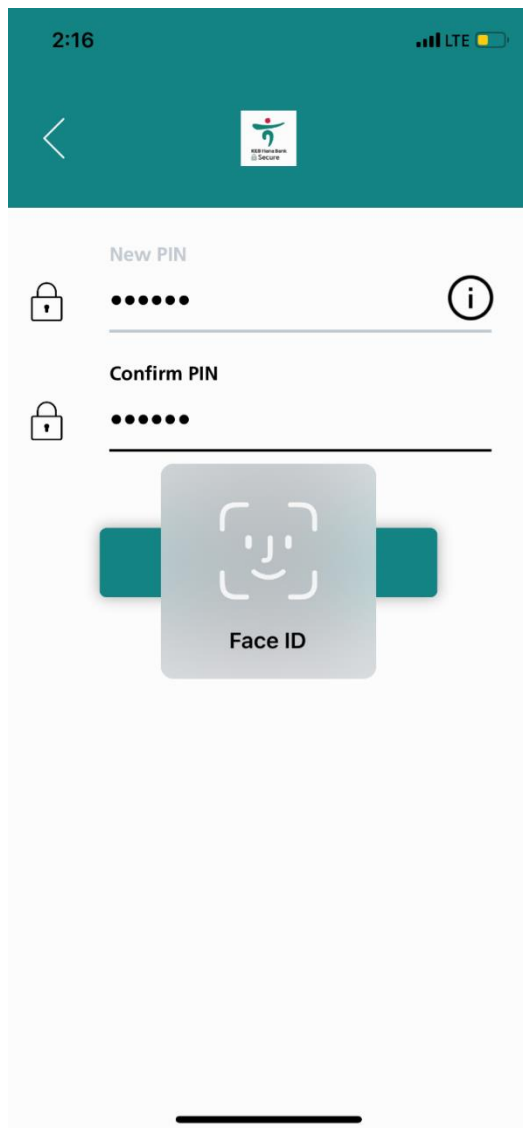
! Secure Mobile App use guide.

- You can check the transaction details through Secure Mobile App and authenticate it easily.
- You need to re-register Secure Mobile App, if you lose your phone or delete the app.
- If you want transaction TEST, click 'TEST Transcation' button.

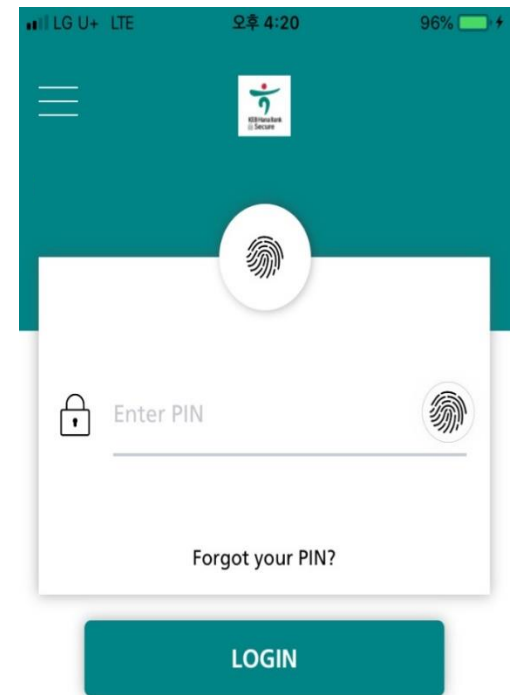
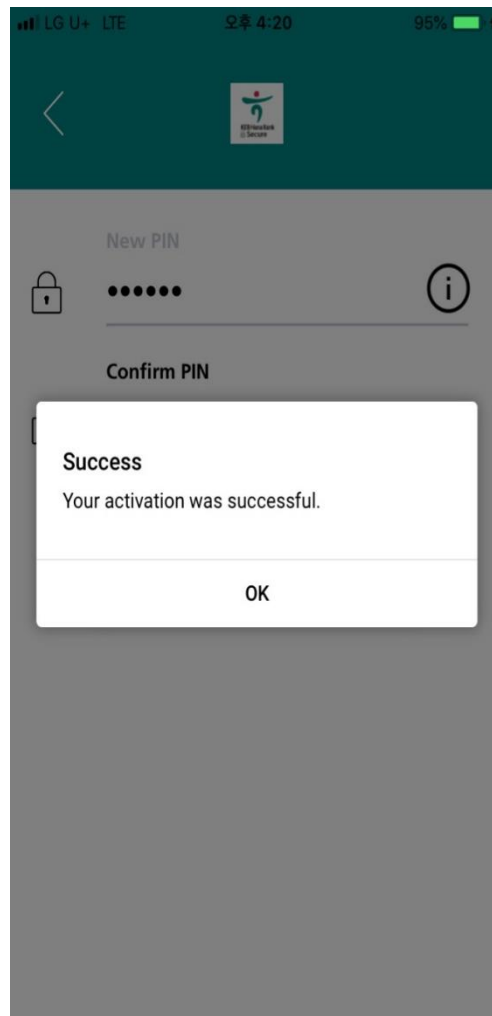
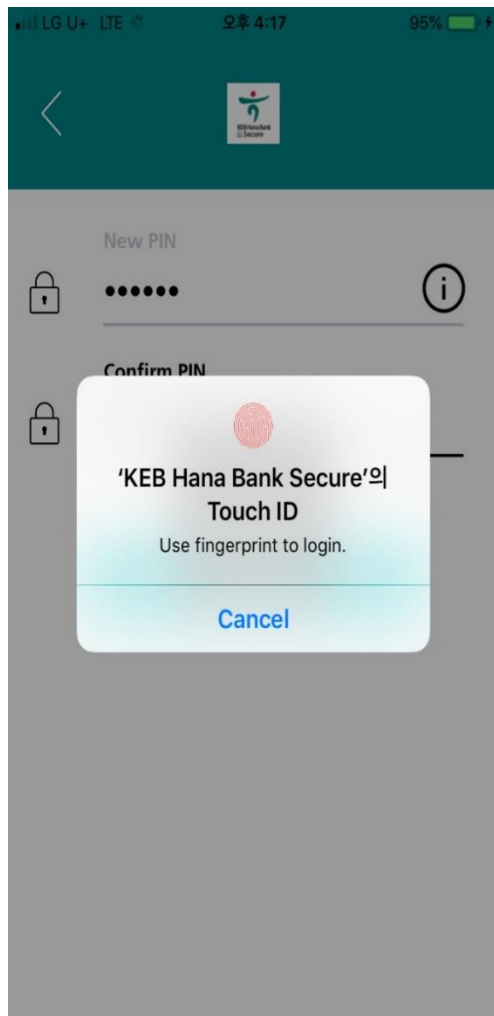
■ Secure Mobile App Process Detail



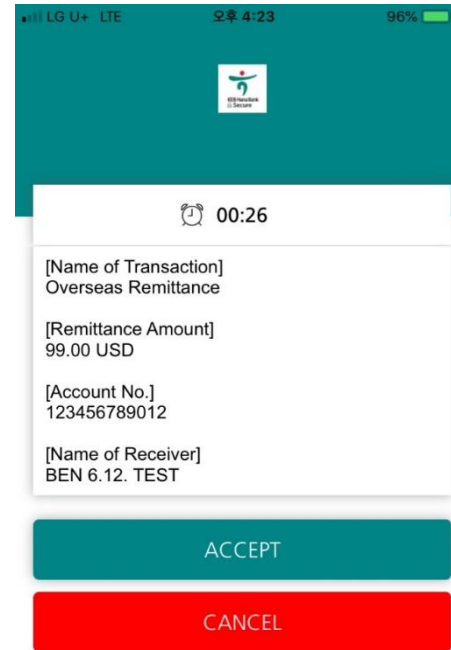
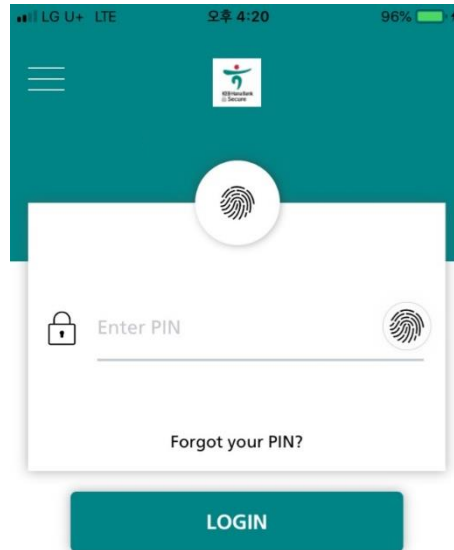
Face ID Enrollment(Selection)



Fingerprint Enrollment(Selection)



■ Secure Mobile App Transaction Admission



3. FAQ (1/2)

- 사고신고 / 해제
(PIN 오류횟수 초기화 포함)

1. 모바일앱 자체 사고신고 기능 없음.
2. 모바일앱 비밀번호(PIN) 분실 또는 5회 초과 오류 입력시 인터넷뱅킹 화면에서 모바일앱 등록절차 필요(재등록)
3. 핸드폰 분실/변경 등의 경우 App 재설치 후 재발급 프로세스

- USIM 변경 시

USIM 변경되더라도 App 재등록 등의 절차 필요 없음(USIM과 관계 없음)
* Secure Mobile App은 핸드폰 고유정보와 연계되어 있음

- App내 ID등록

- Secure Mobile App에 복수 ID 등록 가능

- 타기관 등록

타기관 등록 불가. 최초 1회 Secure Mobile App 등록 시 기존 사용하던 보안매체는 이용 불가

- 폐기

별도 폐기 거래는 없으며, 앱 삭제 시 재설치 후 재등록 절차 필요

3. FAQ (2/2)

- PSD2는 무엇을 의미합니까?
- 기존 사용하던 보안매체는 어떻게 되나요?
- 조회 거래만 이용 시에는 Secure Mobile App 서비스가 필요 없나요?
- 휴대폰번호가 변경되서 SMS를 받을 수 없습니다. 어떻게 해야 하나요?

2019년 9월14일부터 적용되는 EU가 제정한 새로운 지급서비스 가이드라인을 의미합니다. 이는 지급거래의 안전성을 높이고 고객 보호를 강화하며 지급시장에 혁신과 경쟁 강화를 목표로 합니다. 예를 들어 온라인 쇼핑 지급 거래시 거래은행에 접속하는 대신 온라인쇼핑 화면에서 직접 지급거래가 가능하고, 거래은행의 잔액과 거래내역을 한번에 확인할 수 있습니다. 이를 위해 강화된 고객인증방식이 도입되었습니다.

시행일 이후 로그인시에는 반드시 Secure Mobile App 발급절차 이후 인터넷뱅킹 이용이 가능하며, 한번 발급한 이후에는 기존 사용중인 보안매체(OTP, 인증서) 사용이 불가합니다.

아닙니다. 당행은 SCA 최초 인증일로부터 90일 경과시마다 SCA 인증을 필수로 하여 고객님의 온라인뱅킹 보안을 강화할 예정입니다.

SMS인증번호는 고객님의 소중한 정보보호를 위해 기존에 등록하신 휴대폰번호로만 보내드립니다.

만약 휴대폰번호가 변경되셨다면, 영업점 또는 인터넷뱅킹에서 휴대폰번호를 수정하신 후에 SMS인증번호를 받으실 수 있습니다.

1. 개인고객은 영업점을 통해서만 변경 가능(인터넷상 변경 불가)
2. 다단계결재 사용 기업고객은 인터넷을 통해 Admin이 ID 신규/변경 시 핸드폰번호 변경이 가능