

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. 이용안내

■ Login Password Reset(Personal Customer)

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

The screenshot shows the ING Bank login interface. At the top, there's a navigation bar with 'Personal' (highlighted in orange), 'Corporate', 'Customer service', and 'About Us'. Below the navigation is a secondary bar with 'menu', location 'NETHERLANDS', language 'English', and 'Personal Login'. The main content area has a heading 'Initialize password (Personal Customer)'. A note below it says 'Only customers with a certificate or an OTP can register or reset their password.' There are two sections: 'Select initialize password' and 'Customer information'. The 'Customer information' section is highlighted with a red box. It contains fields for 'Branch' (Amsterdam), 'ID' (input field), 'Customer verification number' (input field with a question mark icon), and 'Account number' (input field with a question mark icon). Below these is a note: '* Use keypad shown on the screen with your mouse for better security'. The 'Initialize login password' section follows, with 'Password' and 'Confirm password' input fields. At the bottom is a large orange 'Register' button.

Personal Corporate Customer service About Us

menu NETHERLANDS English Personal Login

1Q 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

Initialize login password (selected)

Initialize transfer password

Initialize login/transfer password

Customer information

Branch: Amsterdam

ID: 10664/경우
2별다지월/1810664/

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

■ Login Password Reset(Corporate Customer)

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

The screenshot shows the TQ Bank Corporate Login interface. At the top, there is a navigation bar with links for Personal, Corporate (which is selected), Customer service, and About Us. Below the navigation is a location indicator for NETHERLANDS, a language selector for English, and a 'Corporate Login' button. The main title is 'Initialize password (Corporate Customer)'. A note below it states: 'Only customers with a certificate or an OTP can register or reset their password.' The 'Customer information' section is highlighted with a red box. It contains fields for Branch (set to Amsterdam), ID (empty), and Account number (empty). There is also a note: '* Use keypad shown on the screen with your mouse for better security'. Below this is the 'Initialize login password' section, which includes fields for Password and Confirm password, both currently empty. A 'Register' button is at the bottom.

Personal **Corporate** Customer service About Us

menu

NETHERLANDS English Corporate Login

TQ 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

Initialize login password
 Initialize transfer password
 Initialize login/transfer password

Customer information

Branch: Amsterdam

ID:

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



HOME > Customer service > Secure Mobile App > Secure Mobile App Register(Re-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

1

Input Customer Info

User type	Select
User ID	[Red box]
User password	[Red box]
Personal or corporate identification number	[Red box]
Account number	[Red box]

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

2 2nd authentication

3 Registration Guide

4 Complete Registration

OTP

Required field

2

Issue



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

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

Send

confirm

1 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.

■ 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

- Run Secure Mobile App
- Click "START"
- Input Username, Activation Code(as below)
- Input PIN(for Login App) & Click "ACTIVATE"
- 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

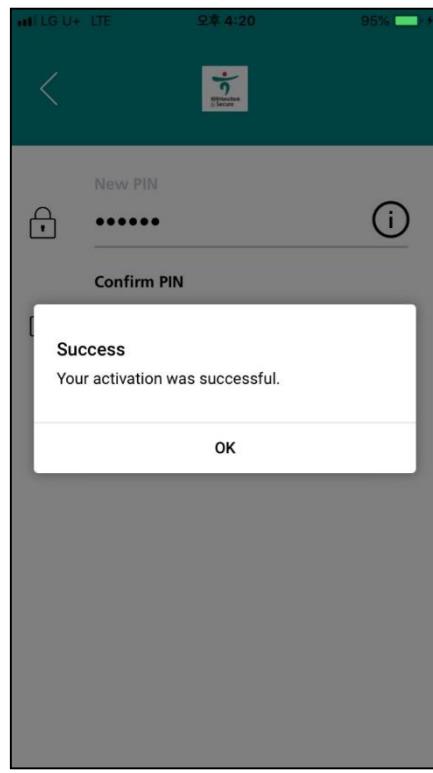
Register User Info – Input in App

Step3. Complete registration

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

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

■ Step 2 ~ 3. Complete User Register & Confirm



Secure Mobile App Register(Re-Register)

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

A screenshot of the Hana Bank Secure Mobile App registration confirmation page. The page is titled 'Secure Mobile App Register(Re-Register)' and features a sub-section titled 'Complete Registration'. It shows the following information:

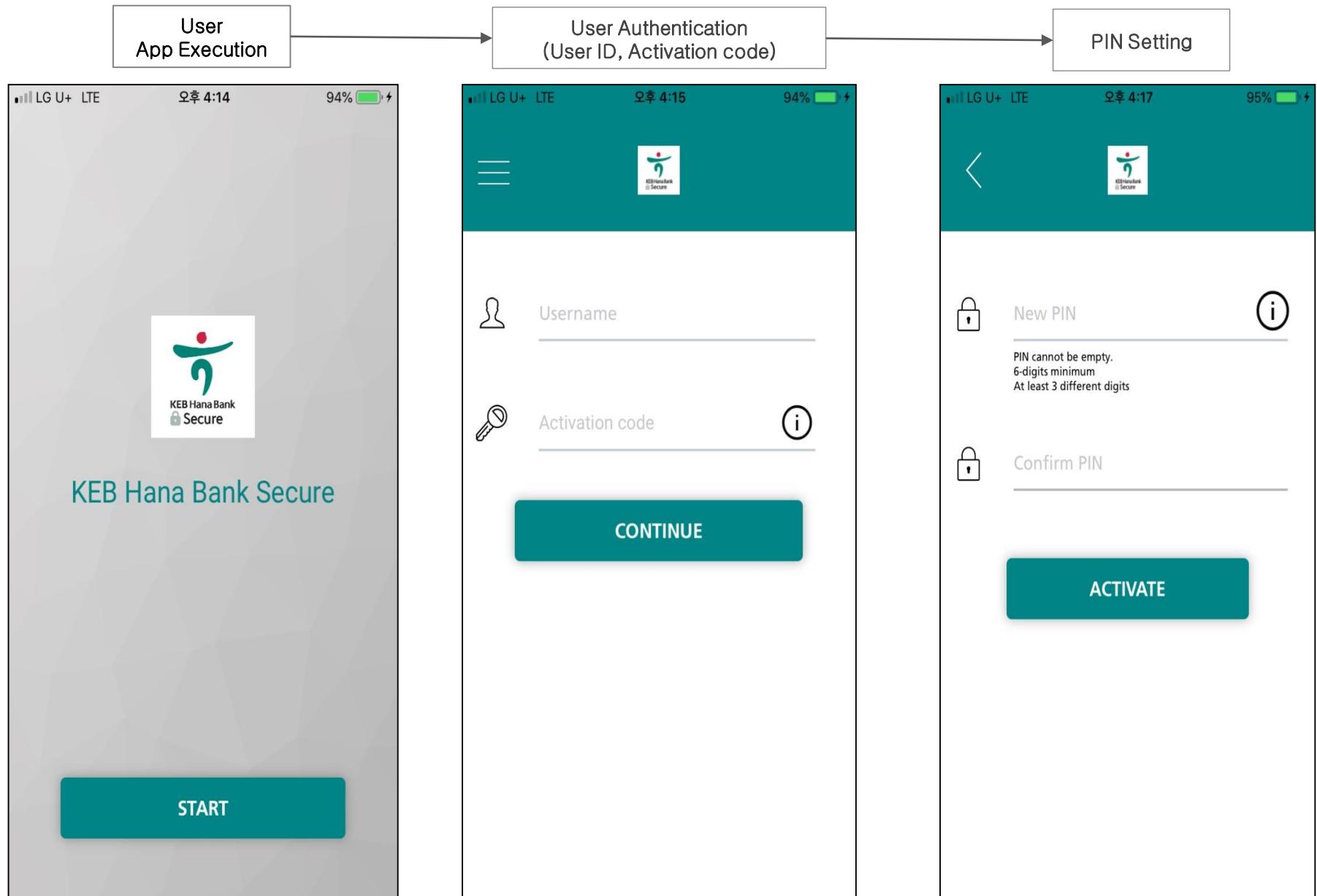
User Name	TEST
Registration Date	2020/08/04 18:25:30

Below this, there's a section titled 'Secure Mobile App use guide.' with the following bullet points:

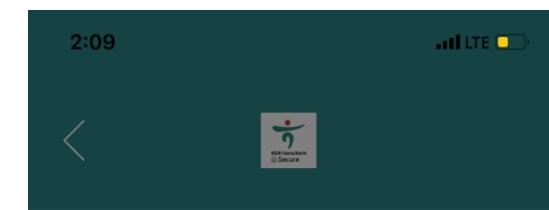
- You can check the transaction details through Secure Mobile App and authenticate it easily.
- You need to re-register Secure Mobile App, if you lose your phone or delete the app.
- If you want transaction TEST, click 'TEST Transcation' button.

At the bottom right of the page is a large orange button labeled 'confirm'.

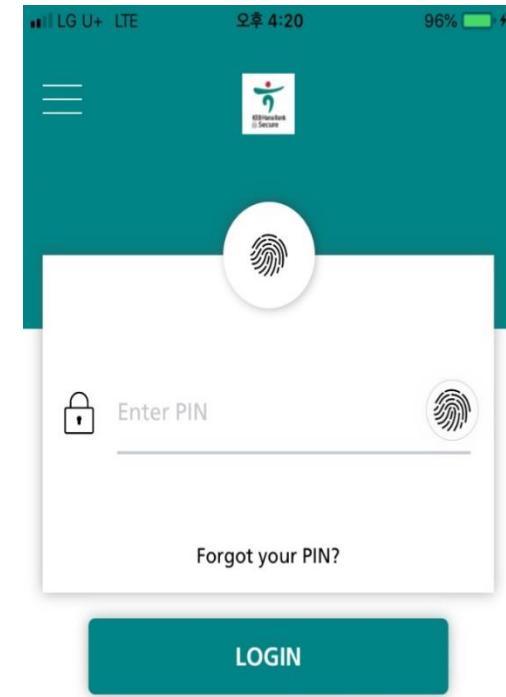
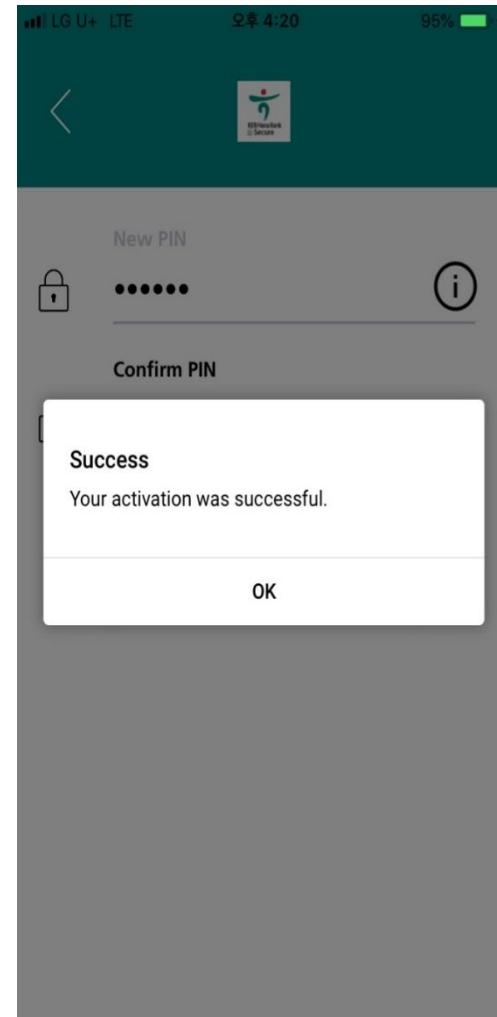
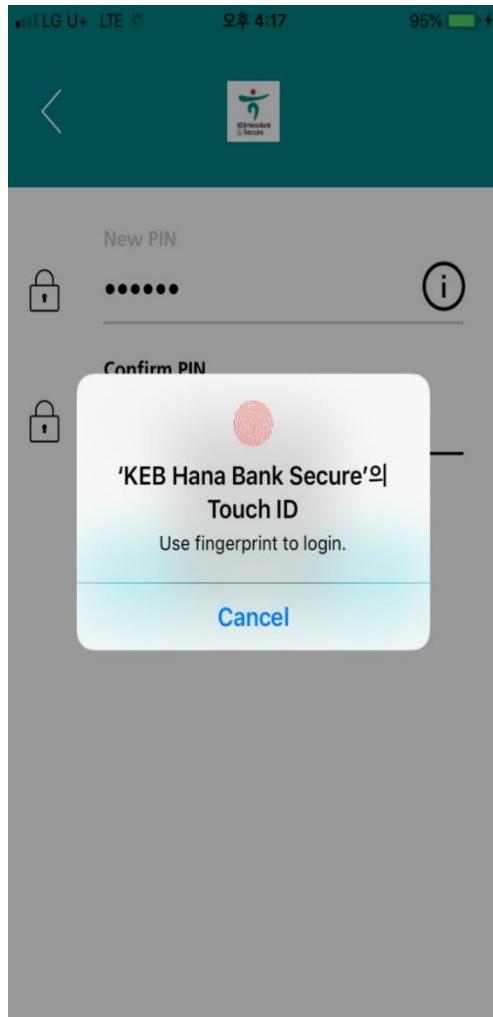
■ Secure Mobile App Process Detail



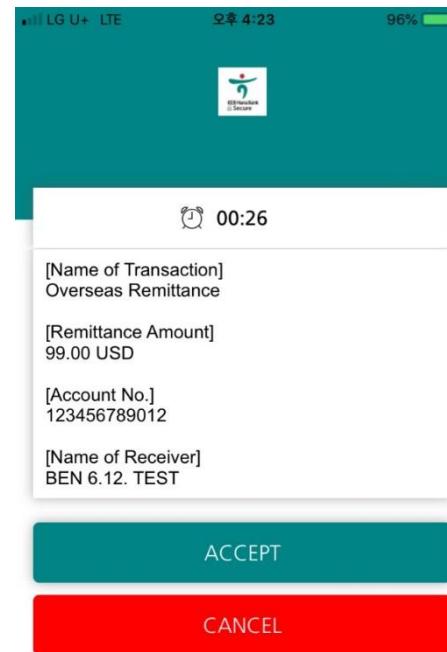
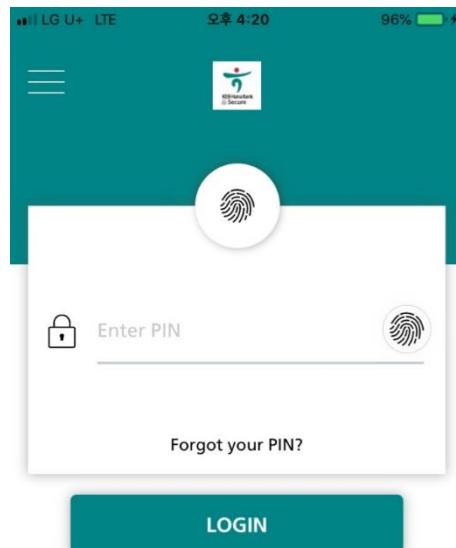
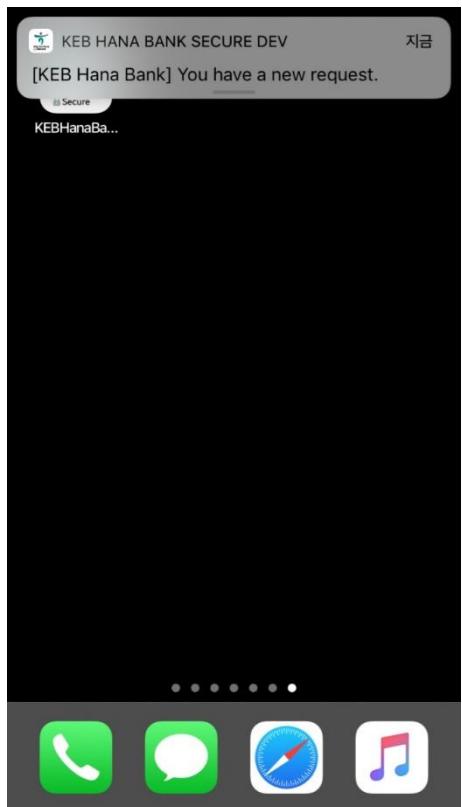
Face ID Enrollment(Selection)



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?

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.

- 기존 사용하던 보안매체는 어떻게 되나요?

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

- 조회 거래만 이용 시에는 Secure Mobile App 서비스가 필요 없나요?

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

- 휴대폰번호가 변경되서 SMS를 받을 수 없습니다. 어떻게 해야 하나요?

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