

Credit Card Info Online – Mastercard eStatement

Would you like to receive your paperless credit card statements quickly and privately on the Internet, from anywhere in the world?

...if so, please proceed as follows:

1. Registration for Mastercard eStatement:

- Go to our homepage <https://www.handelsbanken.com/en/about-the-group/locations/germany> and click on the “Registration” link in the right part of the window under the “Mastercard eStatement” heading. Alternatively you can use this direct link:
<https://asp2.paybillag.com/application/Anmeldung/FirstData/BankIDLookup.cfm?brandID=G00100&providerID=G00100&bankID=51420600&languageID=ENG>
- A new pop-up window will appear with the heading **Registration for credit card info online**.
- Please enter your personal data, your e-mail address and your card number in the registration fields. Please create your own password, selecting one which can be easily remembered (and has a length of 6 digits at least). Before completing your registration, review your data one more time. If all the data has been correctly entered, then you will simply need to accept the terms and conditions for Credit Card Info Online. You can also print or download them for your records.

2. Activation and mailing of the activation code

- Your enrolment request will be reviewed by our service provider, First Data International, and your access will be activated. In order for your access to be activated, you will need an activation code, which will be sent to you by post.

3. Access activation

- As soon as you receive your activation letter, please go to our homepage <https://www.handelsbanken.com/en/about-the-group/locations/germany> and click on “Login” link in the right part of the window under the “Mastercard eStatement” heading.
- Please enter the temporary username contained in the activation letter, enter the password you selected during registration, and then click on “Log on”. You will then be asked to generate a user name, enter your activation code, and once again confirm your password. From this point on, you may use Credit Card Info Online. For any use thereafter, you will simply need your (new) user name and password.

4. Availability of electronic credit card statements

- Your credit card statements will then be available online. You will be informed automatically by e-mail once a new statement has been uploaded. You will receive statements via Credit Card Info Online as of the next statement date.
- The statements will be made available online in PDF format. Under Credit Card Info Online, the statements will be automatically archived/kept available for 12 months from the date the statement is issued. For use beyond this date, you can also print and download the statements. If you have not electronically retrieved your statement within **35** days, we will send you the statement by regular post. The cost of posting a statement is EUR 1.
- Starting on the activation date, Credit Card Info Online will show the individual transactions on a daily basis.

5. Technical support via e-mail under kreditkarteninfo.online@firstdata.de

- We have set up e-mail support for you through our partner, First Data International. The support will be available for any technical questions you may have regarding Credit Card Info Online or, for example, if your password is suddenly blocked.
- Questions about any transactions or your statements, or about our general product offering cannot be answered via e-mail support. In such cases, please direct your queries to the address shown in the statement, or to our customer representative.