
CANCELLING

A) RBA internet banking - access by USB device with FINA certificate
 cancelling authorisation

 Name and surname, device serial number

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 Name and surname, device serial number

Device cancellation automatically revokes the certificate and deletes all authorisations linked to it, and cancels all agreements for the FINA services.

B) RBA internet banking - access with RBA mTOKEN
 cancelling RBA internet banking - access with RBA mTOKEN

 Mobile phone no.

 Name and surname, PIN
C) RBA mobile banking
 cancelling RBA mobile banking service access

 Mobile phone no.

 Name and surname, PIN
D) RBA internet banking - access by token
 cancelling token - device serial number
E) RBA mDIREKT
 cancelling service for mobile phone no.
F) RBA INVEST - buying / selling shares via RBA internet banking services
 cancelling

CHANGING

A) RBA RBA internet banking - access by USB device with FINA certificate

 Name and surname, PIN
New authorisation
 entry authorisation entry and authorisation

If you contracted the RBA mobile banking service, changing the authorisation level of the RBA internet banking service with access via a personalized device will result in the authorisation level change also for the RBA mobile banking service.

B) RBA internet banking - access with RBA mToken

 Name and surname, PIN
New authorisation
 entry authorisation entry and authorisation

If you contracted the RBA mobile banking service, changing the authorisation level of the RBA Internet banking service will result in the authorisation level change also for the RBA mobile banking service.

C) RBA mobile banking

Name and surname, PIN

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New authorisation entry authorisation entry and authorisation

If you contracted access to an RBA internet banking service via a personalized device/RBA mTOKEN, changing the RBA mobile banking authorisation level will result in the authorisation level change for the RBA internet banking service..

Customer's certification
Date_____
Bank's certification

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Selecting a manner of delivering payment orders to the Bank through one of the RBA DIREKT services shall be deemed as contracting the Agreement on use of the selected RBA DIREKT service between the Client and the Bank. The exception to this shall be the Application for Use of the RBA internet banking and issuing the FINA certificate for corporate clients which is separately contracted by the Client, the Bank and the FINA. Any and all rights and obligations on use of the respective selected RBA DIREKT service is regulated under the RBA General Terms and Conditions for Use of the RBA DIREKT Services by business entities.

We are aware that all information on processing of personal data are provided in the document "Personal Data Processing Rules of Raiffeisenbank Austria d.d.", which is available in branches and at www.rba.hr. The information is collected pursuant to the Money Laundering and Terrorism Financing Prevention Act, Payment System Act, Civil Obligations Act, and to the effect of executing the Agreement hereof.