Use of the E.dentifier2 connected to your PC requires the installation of software.

For all the benefits and possible usage go to www.abnamro.nl.
The e.dentifier2 is a device with which you can add an electronic signature to your transactions to ABN AMRO.

Two methods of use: connected and unconnected

With an unconnected e.dentifier2 you can use our digital services wherever you want. With the e.dentifier2 connected to your PC by the USB cable, things are even easier. To log on, all you have to do is enter a PIN. Combined with a check of your account and card number. Connected use requires one-off installation of software.

What you see is what you sign

When using the e.dentifier2 connected to your PC there is constant interaction between your PC and the e.dentifier2. You process the payments you want to make. Once you are ready to do so you approve the payments that are ready using your e.dentifier2. You see what you are paying, on your screen and on your e.dentifier2.

This booklet explains the most important applications for the e.dentifier2. At www.abnamro.nl/edentifier2 you will find a demonstration and an up-to-date overview of the services supported by the e.dentifier2.

We hope you enjoy using your e.dentifier2!

For an English menu on your unconnected e.dentifier2, place your card in the reader and press 7 (“Select English”) on your e.dentifier2. The menu is now in English.
Summary of functions

1. Insert card
   Insert bank card

2. C key
   Correction and page back key

3. Display
   After inserting your bank card a simple menu appears here and also the response is displayed here

4. OK key
   Confirm and page forward key

5. Number keys 0-9
   Function selection keys. You also use these keys to enter the PIN and input codes

6. USB port
   You can use this to connect your e.dentifier2 to your PC
The menu is split between two screen pages. The first page appears as soon as you insert your bank card into the e.dentifier2. When you press the OK key the second part of the menu appears.

The explanation of the menu options is as follows:

1. **Log on:** you select this option when you are going to log on to Internet Banking for example.
2. **Send transaction:** you use this option to send the transaction you have entered to the bank.
3. **Check account number:** this option is used to make an extra check using the number of the account to which you want to make a transfer. This occurs for example in the case of larger amounts.
4. **Check input:** reserved for future use. This function is not currently in use.
5. **SecureCode:** reserved for future use. This function is not currently in use.
6. **Chip balance:** this displays your Chip balance. You can also see your last five Chip transactions.
7. **Select English / Kies Nederlands:** This option changes the e.dentifier2 language to English or Dutch. Press the 7 key again to return to the other language.

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**Tip**
With the OK key you can also page forward through your Chipknip (chip wallet) transaction history.

**Tip**
If you want to select an option that you don’t currently see on the screen, you can still use that option immediately by pressing the associated number key. This way, for instance, when you insert your bank card into the e.dentifier2 you can press 6 immediately to view your Chip balance.

**Tip**
Keep the OK key pressed to switch the e.dentifier2 off (if you stop using the e.dentifier2 for longer than a minute, it will switch itself off automatically).

**Tip**
If you are on the second page of the menu, you can return to the first page by pressing the C key or the OK key.
E.dentifier2 and Internet Banking

There are two ways to use the e.dentifier2 in combination with Internet Banking. You can use the e.dentifier2 unconnected, or connected to your PC. Connected mode requires less actions. Each time you use Internet Banking you can select the method most suitable for you. We explain the operation of the e.dentifier2 for logging on to Internet Banking.

For unconnected use of the e.dentifier2

Step 1: Go to www.abnamro.nl and select “English pages” and then “Log on”.

Step 2: On your PC screen select e.dentifier2 (the left-hand image) and enter the account number and the card number from your card.

Step 3: Insert your bank card into the e.dentifier2.

Step 4: You are now logged on. You can now deal with your banking transactions in Internet Banking.

Logging on and sending transactions in Internet Banking are separate steps.

When you have finished with Internet Banking don’t forget to log off on the right of the screen.
Connected use of the e.dentifier2

One-off installation for connected use of the e.dentifier2
With your e.dentifier2 connected to the PC, logging on is even easier! All you need then is your PIN and the OK key on your e.dentifier2.

Get going straight away! With your e.dentifier2 connected to the PC.

Install the software that you can download after logging on to Internet Banking. To do this go to www.abnamro.nl/edentifier2. You can now choose “download software” in the English section and log on with your e.dentifier2. Detailed instructions for installing the software are available at this location.

Tip
After you have installed the software you can still always continue to use the e.dentifier2 unconnected, i.e. without the USB cable. If you want to do this, all you have to do is disconnect the cable between the PC and the e.dentifier2.
Logging on to Internet Banking with a connected e.dentifier2

Step 1: Connect your e.dentifier2 to your PC using the USB cable.

Step 2: Go to www.abnamro.nl and select “Log on.” The system detects automatically that you are using an e.dentifier2 which is connected with a USB cable.

Step 3: • Insert your bank card into the e.dentifier2.
• Wait until the e.dentifier2 display shows PIN: _

Step 4: • Enter your PIN and then OK on your e.dentifier2.
• The e.dentifier2 requests confirmation for logging on with your account number and card number. If you agree, press OK on the e.dentifier2.

Step 5: You are now logged on. You can now deal with your banking affairs in Internet Banking.

Always check the information on the screen of the e.dentifier2 before you confirm the transaction with your OK button.

When you have finished your Internet Banking session, don’t forget to log off on the right of the screen.

You can now safely disconnect the e.dentifier2 from the PC.
Frequently asked questions

1. My connected e.dentifier2 is not recognised.
   Connect the e.dentifier2 to your PC and press the OK button. If 3 logos appear, you can start a new browser and start up Internet Banking. If you see only 1 or 2 logos appear, re-install the software.

2. What are the security arrangements?
   Security is of prime importance to ABN AMRO, and this includes the transactions you make on the internet. We therefore apply far-reaching security methods and techniques.
   At www.abnamro.nl/veiligheid you will find a complete overview with explanations.

3. My e.dentifier2 no longer works. How can I request a new one?
   If you are registered with the Expat Service, you can call the expat account team. Otherwise, please go to the contact form on www.abnamro.nl/english.

4. My card has been replaced. Can I use the new card for Internet Banking?
   You need to activate your new card for this purpose after which it will be immediately suitable for Internet Banking. Remember to use your new card number when logging on.
   You can find further information at www.abnamro.nl/servicedeskIB.

5. My e.dentifier2 indicates PIN blocked or Incorrect PIN.
   If the e.dentifier2 displays the message “You have entered an incorrect PIN.” check that there is an ABN AMRO card in the e.dentifier2 and try again. NB: if you enter the wrong PIN three times in succession, the card’s chip will be blocked. The e.dentifier2 then displays “PIN blocked”. For security reasons it is only possible to unblock the card by presenting your ID. You can do this at any ABN AMRO branch.

6. My question doesn’t appear in this list. What’s the quickest way to get an answer?
   Please contact your Expat Account team or use the contact form on www.abnamro.nl/english. Not registered with the Expat Service? In the Netherlands you can also call 0900-0024 (local rate, 7 days a week, 24 hours a day). Choose option ‘4’ for an English menu. From outside the Netherlands call +31 10 – 241 17 20. Select the Internet Banking option.

7. I have suggestions for improvements. Where can I submit them?
   We are always very pleased to receive suggestions. You can submit them at www.abnamro.nl/suggestie.
The benefits of Internet Banking

- Real-time payment and investment
- Whenever and wherever you want, 24 hours a day
- Overview of all your bank affairs
- Up-to-date balance information for all your accounts

www.abnamro.nl