Banking with the ABN AMRO app

This manual will explain how to use the ABN AMRO app. We’ll explain everything step by step.

The app sometimes changes. If it does, we also update the manual. So it’s always a good idea to check that you’re using the latest manual. This will enable you to follow each of the steps correctly.

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Installing the app on a telephone or tablet

You can install the ABN AMRO app yourself. We’ll explain the procedure step by step.

It’s a good idea to have these to hand:
- the number of your debit card and your account number
- your ID.

You can also install the app with your debit card and an e.dentifier.

If you no longer have an e.dentifier or if it has stopped working, order a new one free of charge on: https://www.abnamro.nl/en/personal/internet-and-mobile/request-e.dentifier.html

Check your telephone or tablet

The first thing you need to know is whether your device runs on Apple iOS or Android.

If your device is in a case, loosen the case and take it out. Turn the device over and look at the back. What do you see?

➔ I see an Apple logo

Your device runs on Apple iOS.

Go to the App Store on your Apple device. This is an app on the device. It’s the one with a white A icon on a blue background. Tap the app to open it.

➔ I see something else or I don’t see a logo

Your device runs on Android.

Go to the Play Store on your Android device. This is an app on the device. It’s the one with a coloured triangular icon on a white background. Tap the app to open it.

Find and install the ABN AMRO app

➔ On an Apple device

Tap ‘Search’ at the bottom on the right. A search field will appear at the top of the screen. Tap this and type ‘abn amro’. The ABN AMRO app will appear on your screen. You’ll recognise it from the logo. Tap ‘Download’ (or tap the icon with the cloud and arrow).

➔ On an Android device

Tap the search field at the top. The keyboard will appear so that you can type. Type ‘abn amro’. The ABN AMRO app will appear on your screen. You’ll recognise it from the ABN AMRO logo. Tap ‘Install’.
Open the ABN AMRO app

Now tap ‘Activate the app’.

Enter your account number

Your account number is on your debit card. When you’ve entered the account number, the ‘Continue’ button will turn green. Tap ‘Continue’.

Enter your debit card number

The debit card number is at the bottom of your debit card under ‘card no.’ or ‘card number’. This is a 3-digit number.

Tap ‘Continue’.

Installing the app on a telephone or tablet
Activate the app using your ID
Choose the type of ID you want to use.

Check whether you can see the symbol
If you don’t see the symbol, please try with a different type of ID or use your e.dentifier.

Allow facial recognition
Use this screen to allow facial recognition. Tap ‘I give my consent’.

How do you wish to identify yourself?
- Passport
- ID Card
- Dutch residence permit
- Driving licence
- E.dentifier

Do you have this symbol on your passport?
You can only proceed if you have this symbol on your passport.
- Yes, continue
- No, select another option

Your privacy
We will use facial recognition once only to see who you are. We will maintain your privacy while doing so.

Read the privacy statement to find out more about the use of personal data.
- I give my consent
- or identify with e.dentifier
Scan your ID
Take your ID and tap ‘Scan and send’.

Follow the information on the screen
The camera on your device will open. Follow the steps shown on the screen to scan your ID using your device’s camera. This is just like taking a photo.

Scan the chip
Once you’ve taken the photo, we’ll ask you to scan the chip. The chip is embedded in the hard part of your ID and is not actually visible. Your telephone, however, can read it safely. Tap ‘Scan’.
Take a photo

You will now use the app to take a photo of yourself. Tap ‘Take a photo’. Follow the steps shown on the screen.

Set your daily limit

You can now set a daily limit for payments made with the app. Move the slider to the left if you want to lower your daily limit. Tap ‘Continue’.

How do you want to log in?

You will be asked whether you want to log in using Face ID, Touch ID or Fingerprint. If you do, tap ‘Yes, I accept’ and give your consent. You do not have to do this. If you don’t want this, you can log in using your identification code instead. You can choose this code in the next step. Tap ‘No, not now’ to continue.
Choose your identification code

The app will ask you to choose a 5-digit identification code, which you then use to log in to the app and confirm transactions.

Enter the 5-digit code again

Congratulations! The app has been registered

You are now ready. Close this page by tapping the cross at the top on the left. You’ll be logged in and able to view your accounts in the product overview right away.
**Step 7**

**Activate the app with an e.dentifier**

Tap ‘E.dentifier’.

**Step 8a**

**Have your debit card and e.dentifier ready**

Tap ‘Continue’ in the app.
Create a response code

You’ll see a slot along the top of the e.dentifier. Slide your ABN AMRO debit card into the slot. Make sure that you slide the chip side in first. The e.dentifier will switch itself on.

1. Press ‘1’ for ‘Log in’ on the e.dentifier.
2. Enter the PIN code for your debit card on the e.dentifier.
3. Press ‘OK’ on your e.dentifier.
4. You will now see a code under ‘Response’ on your e.dentifier.
5. Enter this response on the ABN AMRO app.
6. Tap ‘Continue’ in the ABN AMRO app.

If the message ‘This card is not valid’ appears on the e.dentifier, extract the debit card and try sliding it in the other side first.

Choose your identification code

The app will ask you to choose a 5-digit identification code, which you can use to log in to the app and confirm transactions.
Enter your 5-digit code again.
This will open the next screen.

Set your daily limit
You can now set a daily limit for payments made with the app. Tap ‘Continue’.

Create a response code
You’ll see a slot along the top of the e.detifier. Slide your ABN AMRO debit card into the slot. Make sure that you slide the chip side in first. The e.detifier will switch itself on.

1. Press ‘2’ for ‘Send’ on the e.detifier.
2. Enter the PIN code for your debit card on the e.detifier.
3. Press ‘OK’ on your e.detifier.
4. Enter the ‘Send transactions code’ shown in the ABN AMRO app.
5. You will now see a code under ‘Response’ on your e.detifier.
6. Enter this response on the ABN AMRO app.
7. Tap ‘Send’ in the ABN AMRO app.
**Choose a name**

You may now choose a name for your profile. This can be your real name.

You can add a profile photo, but you don’t have to. You can skip this step if you prefer.

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**Congratulations!**

You have registered the app. You’ll now see your product overview.

You will be asked whether you want to log in using Face ID, Touch ID or your fingerprint. This is safer and faster, as you use your face or fingerprint to log in, preventing fraudsters from shoulder-surfing your identification code.

If you would prefer to use your identification code, tap ‘No, not now’.

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Installing the app on a telephone or tablet
Getting started

Logging into the app

We will now explain how to log in to the ABN AMRO app. This assumes that you’ve already installed the app on your phone or tablet. If you don’t have the app yet, or if you’re seeing a different start screen, please refer to Chapter 1: Installing the app on a telephone or tablet.

Open the ABN AMRO app

You’ll see the log-in screen.

Enter your identification code

This is the 5-digit code you chose during a previous step.
You are now logged in

You are now seeing your product overview. This displays your accounts and any other products you may have.

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Having trouble?

→ You don’t see digits on the screen when you open the app

You might be able to log in with Touch ID, Face ID or your fingerprint. This will only work if you’ve set up the app for these options.

→ Don’t worry if you forget or lose your identification code

You can always reset it. If you enter the wrong code on the app three times, a new screen will appear.

If you see this screen, go back to Chapter 1: Installing the app on a telephone or tablet. This will explain how to set a new identification code.

→ You want to log out

Tap ‘Log out’ at the top on the right.
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Forgotten your identification code?

Don’t panic if you forget your identification code. It just happens sometimes. You can simply choose a new code by following the steps shown here. We’ll explain the procedure step by step.

Open the ABN AMRO app
You’ll see the log-in screen.

Try the identification code in as far as you remember it.
You are allowed three attempts before a new screen appears.

Step 1
Try the identification code in as far as you remember it.

Step 2
You are allowed three attempts before a new screen appears.
Continue with Chapter 1. Installing the app on a telephone or tablet, and start at step 3.
Viewing transactions

Follow the steps shown here. We’ll explain the procedure step by step.

Step 1
Open the ABN AMRO app
You’ll see the log-in screen.

Step 2
Log in to the app
You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you’ve already set up these options.
Your product overview will appear

You are now seeing your product overview. This shows your accounts and any other products you may have.

Step 4

Tap on the account

Tap on the account to display transactions. In the example, we tapped on ‘Current account’, but you can choose any account in your overview including a savings account.

Step 5

View your transactions

A new screen will appear showing your individual transactions. Swipe down to see previous transactions.
Step 6

Searching for transactions

You can also search for a specific transaction. Enter your search term in ‘Search in transactions’. A new search screen will appear. In our example, we used the word ‘rozenhart’.

Tap on a transaction

This will show you all the details, such as the description and the name and account number of the sender or recipient.
Transferring money

We will now explain how you can transfer money using the ABN AMRO app.

Step 1
Open the ABN AMRO app

You'll see the log-in screen.

Step 2
Log in to the app

You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you've already set up these options.
**Step 3**

Tap the yellow ‘Transfer’ button

Your product overview will appear. You will see a green ‘Transfer’ button at the bottom of the screen. Tap it.

**Step 4**

Enter the details on the screen

If you have more than one account, select the account you wish to make a transfer from at the top. Tap the account if you want to choose a different account.

Enter the following transfer details:

- **Amount**
- **Beneficiary name**
- **Beneficiary account number**
- **Payment reference or description**
Indicate whether this is a once only payment or a standing order

A once only payment will only be transferred once. A standing order will be transferred at regular intervals, on the first of every month, for example.

If you only want to make the payment once, today, you can proceed. Tap ‘Continue’.

If you only want to make the payment once but on a date in the future, tap ‘Today – Only once’. You can then select another date for the transfer.

To create a standing order, tap ‘Today – Only once’. You can then indicate when you want the standing order to be transferred. This can be useful if you have to pay your rent every month, for example.
Check your transfer

You now have a chance to check that you’ve completed your transfer correctly. Check whether the amount, the account number and the description are correct. Everything OK?

Tap ‘Continue’.

Enter your identification code

This will confirm your transfer.

Your payment has been sent

A message confirming that the payment has been sent will appear in the centre of your screen for five seconds.
Cancelling or refunding a direct debit

Follow the steps shown here. We’ll explain the procedure step by step.

Read the important information here first.

Important information

You can only cancel a direct debit by contacting the company that collects the payments. It is possible to use the app when you want direct debits to be refunded. If you don’t agree with a direct debit, inform the company that collects the payment. They can cancel the direct debit.

Cancelling an unauthorised direct debit in Internet Banking

If the payment was debited more than eight weeks, but less than 13 months ago, you can report it as an unauthorised direct debit via Internet Banking. We will investigate whether you issued a valid mandate.

→ If there is no valid mandate,
   the unauthorised amount will be refunded.

→ If there is a valid mandate,
   the amount will not be refunded and you will be charged for the costs of the investigation. You will be informed of the exact amount when you report an unauthorised direct debit.

Having a direct debit refunded

The ABN AMRO app allows you to have a direct debit refunded to your account within eight weeks (56 days). Please note: you will usually still have to pay the bill as you will still have a payment obligation. Failing to pay a bill, or failing to pay on time, can result in a reminder.

Have a direct debit refunded: open the ABN AMRO app

You’ll see the log-in screen.
Log in to the app

You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you’ve already set up these options.

Your product overview will appear

This shows your accounts and any other products you may have.

Look for the direct debit in your current account

We are using a direct debit for ABN AMRO Bank N.V. as an example.
**Step 5**

**Tap the direct debit**

A new screen will open, showing you the details of the direct debit.

**Step 6**

**Tap ‘Refund’**

You’ll find this option by swiping down.

**Step 7**

**Read the information and tap ‘Refund’**

Cancelling or refunding a direct debit
Confirm your order

You can also do this using biometrics (Face ID, Touch ID or Fingerprint), but only if you’ve already set up these options in the app.
Blocking your debit card

Blocking your debit card is easy with the ABN AMRO app. This is very useful if you can’t find your debit card.

If you find your card again, simply unblock it via the ABN AMRO app.
Step 3: Tap ‘Profile’ at the bottom on the right

This is at the bottom of the screen.

Step 4: Tap ‘Debit cards and wearables’

Step 5: Tap ‘Debit card settings’
Tap the image of the debit card

If you have more than one debit card, you can select the card you want by checking the account number shown below the image.

Tap ‘Block’

Blocking your debit card

If your debit card was lost or stolen, you can block this card immediately. Nobody will be able to do any transaction with it.
Step 9

Give permission to block your debit card
Enter your identification code.

Step 10

You will receive confirmation

You’ll see that your debit card has been blocked

Enter your identification code.

Success! Your debit card is now blocked

Contact
Chat with us
Ask your question to chatbot Anna. If necessary, an agent will assist you.

Blocking your debit card
Unblocking your debit card is easy with the ABN AMRO app. Convenient if you’ve temporarily blocked your card and now want to use it again.

**Step 1**
Open the ABN AMRO app
You’ll see the log-in screen.

**Step 2**
Log in to the app
You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you’ve already set up these options.
Step 3

Tap ‘Profile’ at the bottom on the right

This is at the bottom of the screen.

Step 4

Tap ‘Debit cards and wearables’

Step 5

Tap ‘Debit card settings’
Tap the image of the debit card

If you have more than one debit card, you can select the card you want by checking the account number shown below the image.

Tap ‘Unblock’

We will unblock your card

Continue in the next screen.
Give your permission to unblock debit card

Enter your identification code.

You will receive confirmation

You will see that your debit card has been reactivated

Read the section ‘Blocking your debit card’ if you need to block your debit card again.
Replacing your debit card

Replacing your debit card is easy with the ABN AMRO app.

Step 1
Open the ABN AMRO app
You’ll see the log-in screen.

Step 2
Log in to the app
You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you’ve already set up these options.
Step 3

Tap ‘Profile’ at the bottom on the right

This is at the bottom of the screen.

Step 4

Tap ‘Debit cards and wearables’

Step 5

Tap ‘Debit card settings’

Replacing your debit card
Step 6

Tap the image of the debit card

If you have more than one debit card, you can select the card you want by checking the account number shown below the image.

Step 7

Tap ‘Replace’

Enter the reason why you want to replace your card

Step 8

Tap 'Replace' Enter the reason why you want to replace your card.
Step 9

Please check your address carefully
This is the address that your new debit card will be sent to.

Address check

Your new debit card will be sent to this address:
Foppengade 22
1102 BS Amsterdam
Nederland

Incorrect address?
Then first change your address before you request a replacement debit card.

Continue

Step 10

Give permission to replace your debit card
Enter your identification code.

Your replacement card will arrive in your letterbox very soon.

Replace debit card
Identification

Enter your identification code

1  2  3
ABC DEF

4  5  6
GHI JKL MNO

7  8  9
PQRS TUV WXYZ

0

Done!

Done!
Turning the Savings Lock on and off

The Savings Lock is a way of providing extra protection for you and your savings.

If the Savings Lock is on, nobody can access your savings, including you.

If you need to access your savings, make sure you turn the Savings Lock off in good time. It will then take 24 hours before you can transfer money from your savings account to your current account.

Open the ABN AMRO app

You’ll see the log-in screen.

Log in to the app

You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you’ve already set up these options.
Step 3: Tap the savings account for which you want to turn the Savings Lock on or off.

Step 4: Tap 'Self service' at the top on the right

Step 5: Tap 'Set Savings Lock'

Turning the Savings Lock on and off
The browser on your device will now open.

Tap the slider to turn your Savings Lock on or off

You have turned your Savings Lock on or off

Turning the Savings Lock on and off
Changing your address is easy with the ABN AMRO app. We’ll explain the procedure step by step.

### Changing personal details

#### Open the ABN AMRO app

You’ll see the log-in screen.

#### Log in to the app

You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you’ve already set up these options.
Tap ‘Profile’

This is at the bottom of the screen.

Tap ‘Personal data’

Changing your address
Step 6
Tap 'Change' next to Address

Step 7
Tap the pencil next to your current address

Step 8
Enter your postcode and house number

Use the postcode and house number of the new address.
Step 9

Then tap ‘Get address’

Change address details
Please enter your current address.

Postcode
1102bs

House no.
22

Suffix

Get address

Step 10

Check the address and tap ‘Continue’

Is this your address?
Foppingadreef 22
1102BS Amsterdam
Netherlands

Also update my postal address
Your mail will be sent to this address.

Continue

Enter your identification code
This will give permission for your address to be changed.

You can also do this using biometrics (Face ID, Touch ID or Fingerprint), but only if you’ve already set up these options in the app.

Identification

Enter your identification code

1
2
3
4
5
6
7
8
9
0

ABC
DEF
GHI
JKL
MNO
PQRS
TUV
WXYZ
Changing your telephone number is easy with the ABN AMRO app. We’ll explain the procedure step by step.

### Step 1

**Open the ABN AMRO app**

You’ll see the log-in screen.

### Step 2

**Log in to the app**

You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you’ve already set up these options.
Tap ‘Profile’
This is at the bottom of the screen.

Tap ‘Personal data’

Swipe down
Tap ‘Change’ or ‘Add’ next to Telephone

Enter your telephone number

Tap ‘Save’
Enter your identification code

This will give permission for your telephone number to be changed.

You can do this using biometrics (Face ID, Touch ID or Fingerprint), but only if you’ve set up the app for these options.
Changing your email address

Changing your email address is easy with the ABN AMRO app. We’ll explain the procedure step by step.

**Step 1**
Open the ABN AMRO app
You’ll see the log-in screen.

**Step 2**
Log in to the app
You can log in using your identification code. This is the 5-digit code you chose earlier. Alternatively, you can log in using Face ID, Touch ID or Fingerprint if you’ve already set up these options.
Tap ‘Profile’

This is at the bottom of the screen.

Tap ‘Personal data’

Changing your email address
Step 6: Tap ‘Change’ or ‘Add’ next to Email

Step 7: Enter your email address

Step 8: Tap ‘Save’
Enter your identification code

This will give permission for your email address to be changed.

You can do this using biometrics (Face ID, Touch ID or Fingerprint), but only if you’ve already set up these options in the app.

Secure banking with the ABN AMRO app

The ABN AMRO app is a convenient way of doing your banking. We do our utmost to ensure secure banking for our clients, but it is also important that you know how to use the app safely and keep your personal data secure. We are always happy to help you. Please start by reading the security information on: Fraud and secure banking - ABN AMRO