

Julius Bär

Bank Julius Baer Europe S.A. Activation Guide for E-Services Users

The activation of your E-Services access must take place via the “Julius Baer Mobile” app on a mobile device. This ensures that the device is activated for receiving the *secure key*. Activation via a desktop computer is not possible.

1 INSTALLATION

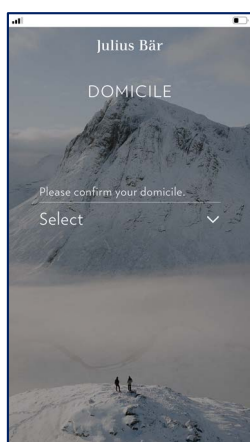
Have your User-ID, password and activation code ready. The “Julius Baer Mobile” app is available for iOS and Android. The following options are available for installation on your smartphone:

- Open the Apple App Store (iOS) or the Google Play Store (Android), search for the app “Julius Baer Mobile” and install it.
- or-
- Alternatively, scan the QR code on the right with your smartphone and install it.

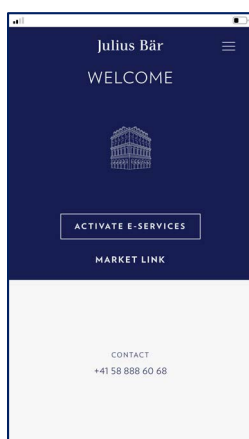


2 THE ACTIVATION PROCESS

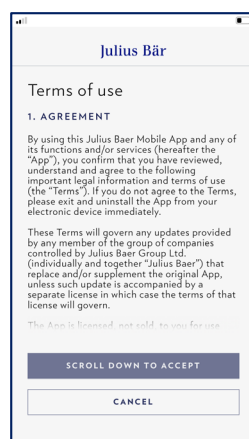
Start the app and follow the instructions on the screen:



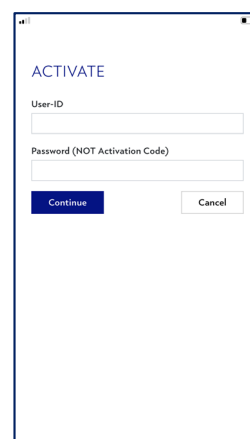
Select your
domicile



Please select
“Activate E-Services“

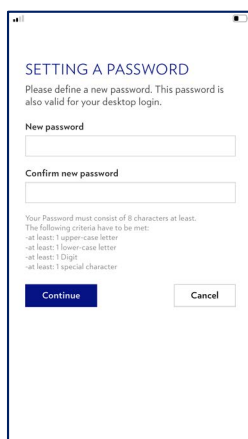


Accept the
Terms of use

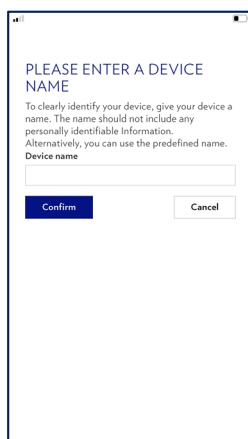


Enter your User-ID and
Password

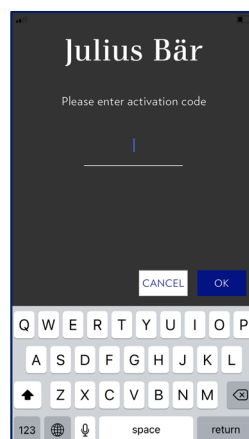
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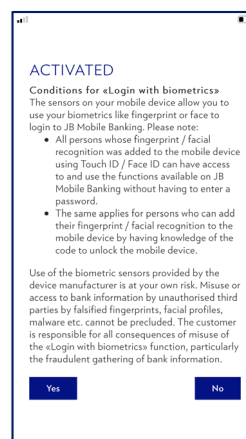
Set a new password



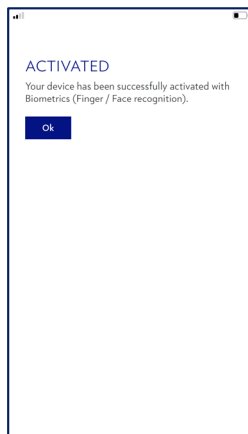
Enter a device name of your choosing



Enter your Activation Code



Decide if you would like to enable biometric authentication
Touch ID → iOS + Android
Face ID → iOS



Your device has been successfully activated



Select “E-Services Europe” to log in to E-Services Mobile

Your mobile device is now ready to receive the secure key for logging in to E-Services on your desktop computer.

3 SUPPORT

For information on how to use E-Services please refer to the E-Services User Manual, which can be downloaded from our E-Services Support website:

<https://www.juliusbaer.com/en/e-services/europe/about/support>

In case of any questions, please contact our E-Services Support at the following telephone numbers:
+800 0800 3535 (toll-free number) | +41 58 888 3535 | Monday to Friday, 8 a.m. to 8 p.m. (CET)