

Mobile Banking FAQ

1. Can I change the language of the app?

The Hakrinbank Mobile Banking app supports Dutch and English. The app adapts to the language of your device. You can change the language in the settings of your Smartphone.

2. How can I change my App access code?

Go to my profile and click on app settings to change the passcode.

3. I can't install the app, why is that?

Maybe the operating system on your phone or tablet is a dated version. Installing the Hakrinbank App requires at least iOS 12.0 or later, or Android 6.0 or later.

4. I can't update the app, why is that?

If you are unable to update the Hakrinbank App, check whether the operating system on your phone or tablet needs to be updated.

5. What to do if I have forgotten my access code?

You can reset the access code by logging out. The log out button can be found at the top-right corner of the screen, where the access code must be entered. You can then log in again using your username and password. Next, you will receive an SMS with the code, after which you can create an access code again.



HAKRINBANK

Mobile Banking FAQ

6. I forgot my password, what should I do?

Have you forgotten your password or entered the wrong password three times? Don't panic, fortunately you can solve this yourself.

1. Click on "forgot password";
2. Enter your email address;
3. Then click on send; you will receive an email from us with instructions to reset your password.

7. I am missing an account in my account statement? How can I add this?

If you don't see a certain account in your statement, you probably don't have permission for this account. You can request this at the Bank.

8. Will I receive a notification together with my debit and credit card?

No, this is currently not possible. Regularly check your debits and credits in your account statement.



HAKRINBANK