

Access and authorization procedure

Access and authorizations

1. Pairing mobile devices

- 1.1 The Customer's mobile phone number is linked to the custody account upon opening the custody account via the mobile device used by the Customer. By these measures, Trade Republic ensures that the custody account can only be accessed using the mobile device validated via the mobile phone number. Since the mobile device is used as a personal authentication device, only one mobile device at a time can be linked to the Customer's custody account. In order to link the mobile phone number/mobile end device and Customer custody account, Trade Republic sends a TAN per SMS to the mobile phone number of the Customer when the custody account is opened, which the Customer must then enter in the Application on their mobile end device. Checking the TAN ensures that the mobile phone number is correct and the Customer has access to the corresponding mobile device.
- 1.2 Trade Republic also checks the email address provided by the Customer in the mobile Application when the custody account is opened or in the event of a subsequent change to the email address within the Application. This ensures that Trade Republic can reach the Customer on an electronic communication channel outside the Application at any time. For this purpose, the Customer receives an email from Trade Republic with a confirmation code (or web link) to their email address, which they must enter in the Application. Checking the code ensures that the email address is correct and the Customer has access to the address given. The Customer is therefore obliged to only provide an email address in the Application to which they have sole and regular access due to the ongoing information from Trade Republic to the Customer during the course of the business relationship.

2. Access to user account and custody account (logging in)

- 2.1 The Customer can log in to their custody account using the 4-digit authentication code he/she chooses during the onboarding. The Customer specifies the 4-digit authentication code (PIN) themselves when opening the custody account – or later by changing the authentication code.
- 2.2 The Customer must also enter a 6-digit access password (PUK code) in the Application when setting up the Application on their mobile device. After entering their Reference Account, the Customer receives the PUK code by transfer to this account. The PUK code is shown in the documentation of the money transfer as “reason for payment” and can be retrieved by the Customer in their online banking Reference Account. After entering the PUK code, the mobile end device is generally configured for operation of the Application.
- 2.3 The Customer will then receive a SMS code that is used to pair the mobile end device with the custody account. Login is now only possible from the paired mobile end device. When using a new device, it must first be paired through the receipt of an SMS code. It is not possible to use the Trade Republic app on two devices simultaneously.
- 2.4 The Customer will also receive a 6-digit PUK by a transfer to their Reference Account when setting up their custody account. Using the PUK and another security feature (PIN, mobile number), users can reset other security features.
- 2.5 If the Customer has logged in to the Application on the mobile device registered with Trade Republic using the 4-digit PIN, they can now issue orders for transactions with financial instruments without having to re-enter the PIN before placing the order (orders placed after authentication in accordance with 3.1 below). However, the Customer must re-enter the 4-digit PIN to withdraw Customer credit balances in favor of the Reference Account on file. Once successfully logged in, Customers can also call up the information stored in the user account. In particular, Customers can view their postbox.
- 2.6 The Customer can only initiate changes to their Reference Accounts for disbursements from the Omnibus Trust Account in the Application by entering a SMS code and their PUK on the paired mobile end device in the Application.
- 2.7 The Customer shall not be granted access to their user account and custody account if access has been blocked at the request of the Customer or Trade Republic
- 2.8 Trade Republic reserves the right to define other security procedures for accessing the user account and custody account. The Customer will be informed of this by a message in their postbox.

3. Loss of a security token

- 3.1 The Customer has three security tokens (6-digit PUK, 4-digit authentication code, session TAN).
- 3.2 In the event that a security token is lost, the Customer can reset and redefine the lost feature using the other two security tokens. For example, loss of 6-digit PUK, 4-digit authentication code.
- 3.3 In the event of a loss of two security tokens, the Customer must re-register via the Application, which includes video identification. In the meantime, the Application cannot be used to place security orders or call up the customer balance.