

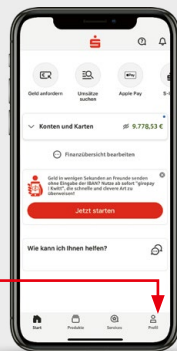
## Electronic mailbox in the Sparkasse app

### Advantages of the electronic mailbox

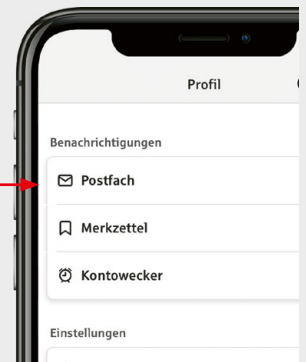
- Automatic 24/7 notification
- Access to all important documents and account balances online



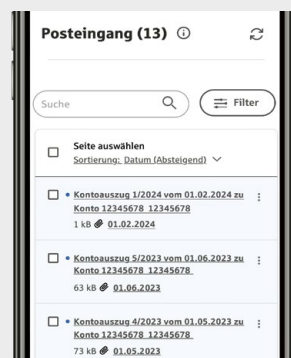
- 1** Open the Sparkasse app and log in with your biometric feature or your app password. Then, click on „Profil“.



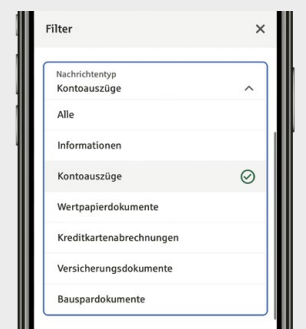
- 2** Click on „Postfach“. If you have accounts at numerous institutions saved in the app, select the desired institution.



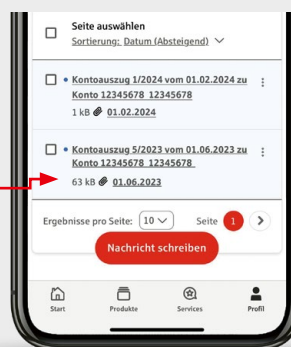
- 3** You are now in the mailbox overview.



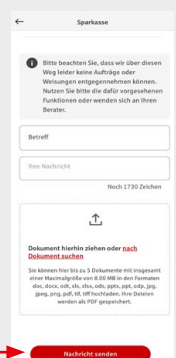
- 4** **Viewing account balances**  
In order to view your account balances, click on the filter next to the search field and select „Kontoauszüge“ for the type of message. Click on Apply filter.



- 5** **Writing a message**  
In order to send a secure message to your advisor, click on „Nachricht schreiben“ at the end of the page.



- 6** Fill out the fields „Betreff“ and „Ihre Nachricht“. If you would like to attach documents regarding the matter, up to 5 files can be attached to the message. In order to send the message, click on „Nachricht senden“. Authorization through the S-push-TAN app may be necessary.

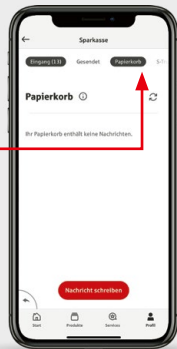


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### Trash

Should you accidentally delete a message, you can find this in the trash.

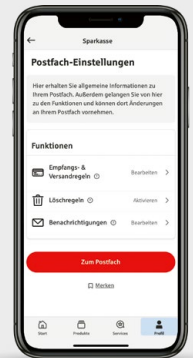


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### Mailbox settings

You will find the mailbox settings in the upper navigation bar.

Here, you can set the send and receive rules, deletion rules, and your notifications.



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### Configuring send and receive rules

Select here which accounts you wish to have account balances created for and at what interval.



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### Configuring deletion rules

Here, you can determine the document retention period for each folder individually.

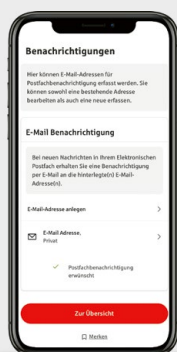


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### Configure messages

You can receive information about activities in your mailbox.

To do this, simply save your email address in the messages.



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### Tip for navigation in the electronic mailbox

To return to the electronic mailbox, simply click on the arrow at the bottom left.



[www.sparkasse-bielefeld.de/app](http://www.sparkasse-bielefeld.de/app)

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