Credit Card Info Online

You would like to get your credit card statement fast and personally in paperless form from every Internet access point worldwide?
… then please proceed as follows:

1. Registration for Credit Card Info Online

• Access our homepage *www.berenberg.de/en/credit-cards* and click under the menu "credit card info" on the textlink "register".
• On the next page, please fill the form completely. Important is, that the pasted information must be the same as the bank institution.
• Please enter your personal data, your e-mail address and your card number in the registration mask and choose a password of your own. Please choose a password which you can easily remember. Before closing your registration, please check your data once again. If you have entered all the data correctly, you must accept the terms and conditions for "Credit Card Online". You can also print them out or download them for your files.

2. Set-up and dispatch of the activation code

• Your registration form will be checked by our service provision partner, First Data International, and your access will be set up. To activate your access, you will receive an activation code by post.

3. Activation of your access

• As soon as you have received your activation letter, please access our homepage *www.berenberg.de/en/credit-cards* and click the textlink "Login Credit card info". Please enter your temporary user name as indicated in the activation letter as well as the password you have chosen when registering and click on "Login". You will now be asked to give yourself a user name, to enter your activation code and to confirm your personal password.
From this time on, you can use the "Credit Card Online" service. When using the service after this first-time activation, you will need only your (new) user name and your personal password.

4. Making available the electronic credit card statements

• Your credit card statements will now be made available via Internet. You will be informed automatically by e-mail whenever a new statement has been uploaded for you. You will receive your statement via "Credit Card Online" from the next settlement date. You have also the opportunity to activate on your User account the SMS@lert.
• Automatic archiving/availability in "Credit Card Online" is provided for 12 months after the invoicing date. If you need the statements beyond that time, you can also print them out or download them. If you have not accessed your statement electronically after **35** days, we will send it to you by post.
• The individual turnover items will be made available by our "Credit Card Online" service daily as from the day of activation of your access.

5. Technical support by e-mail at kreditkarteninfo.online@firstdata.de

• We have set up an e-mail support service for you at our partner First Data International which will be available to you if you have any technical questions regarding Credit Card Info Online or if, for instance, your password is locked.
• Questions regarding your turnover and your statement as well as regarding our general product range cannot be answered by the e-mail support service. In these cases, we would ask you to turn directly to the address