



# **USER GUIDE FOR THE INTERNETBANKING OF PPF banka a.s.**

## **Part I: General Information, Logging into Internetbanking, Settings and authorization of Orders and Requests for the Bank**

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## I. General information

Internetbanking is provided on the <https://ibs.ppfbanka.cz> website.

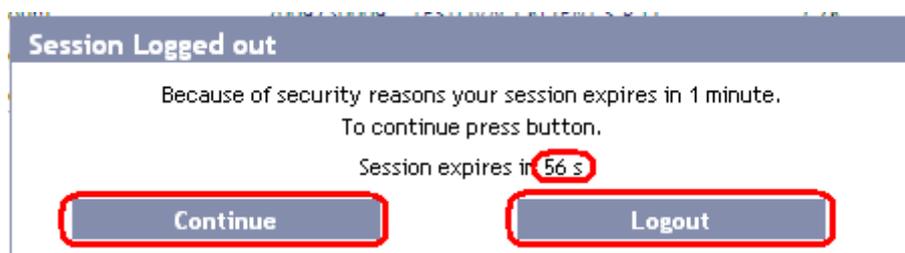
The conditions for using Internetbanking (hereinafter "IB") are specified in the *Business Conditions of PPF banka a.s. for the Internetbanking* (hereinafter "SBC"), in the contractual documentation for the IB, in the *General Business Conditions of PPF Banka a.s.* (hereinafter "GBC"), in the Security Principles, in the document *Formats of Files for the Importing and Exporting of Data for the Internetbanking of PPF banka a.s.* (hereinafter "Formats of Files") and in this User Guide.

Where terms, abbreviations or phrases beginning with capital letters are used in this User Guide, their meaning will be as defined in the article "Definition of Terms" in the GBC and/or SBC, or, where applicable, as specified in the individual provisions of the GBC and/or SBC and/or this User Guide. An up-to-date version of the GBC, SBC, User Guide, Security Principles and Formats of Files is available on the website at [www.ppfbanka.cz](http://www.ppfbanka.cz).

For greater clarity, the User Guide is divided into several parts, which are separate documents. This part includes general information and describes logging into IB, settings, authorization of orders and requests for the Bank and communication with the Bank. The rest of the information relating to IB is provided in the other parts of the User Guide.

User support for IB is provided by Customer Service, which you can contact on Business Days during Business Hours from 8.00 a.m. to 6.00 p.m. using the telephone number +420 224 175 901 or at the e-mail address [customer.service@ppfbanka.cz](mailto:customer.service@ppfbanka.cz). Requests sent by e-mail outside the hours stated above will be processed by Customer Service on the next Business Day during Business Hours.

There is a security time limit of **30 minutes** set for this Service. You will be reminded of the expiry of the time limit by the dialogue box one minute before the expiry of the security time limit with a countdown of the remaining time until automatic logging out. You can log out by clicking on the **Logout** button, or carry on working by clicking on the **Continue** button.



If you do not perform any operations during this time, you will be logged out automatically when the time limit expires. If you want to carry on working click on the **Continue** button and log in again.

### You were automatically logged out

Because of security reasons you were automatically logged out by the system after having no contact with the server for 30 minutes. If you want to continue using IBS, please click the button and log in again.

Continue

## II. Methods of logging into Internetbanking and authorization of orders and requests for the Bank

The methods of logging into IB for individual Users are described in their Rights. The User can log into IB and authorize orders and requests for the Bank via three methods:

- via a Certificate or
- via an OTP code or
- via an SMS code.

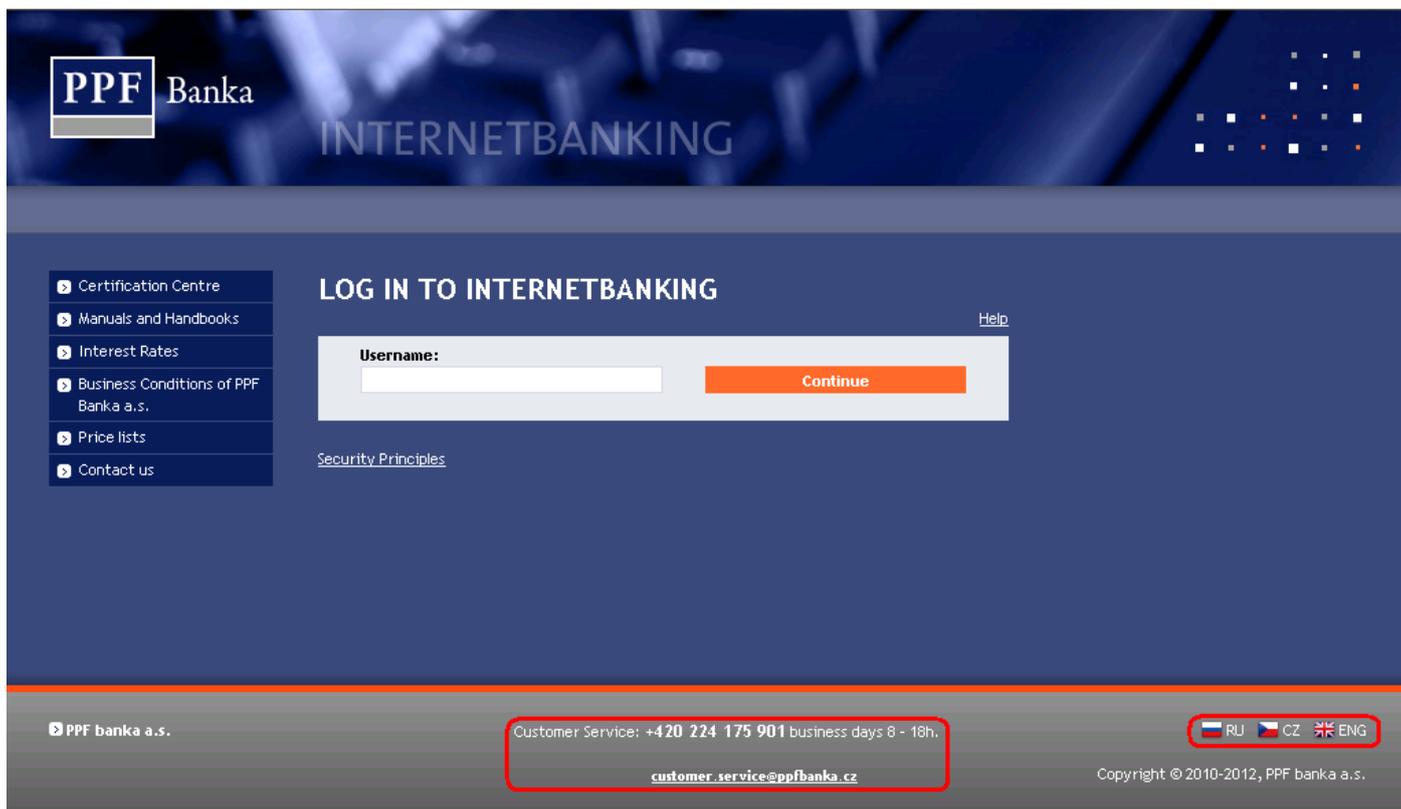
The method used may be changed based on a request from the Client.

Login and authorization by means of an OTP code and an SMS code do not require any preparatory steps – you can start using IB, including OTP codes and SMS codes, immediately.

Before the first login by means of a Certificate you have to first ask for it to be generated in the Certification Centre and then save it to the Certification Token as described in Part II of the User Guide.

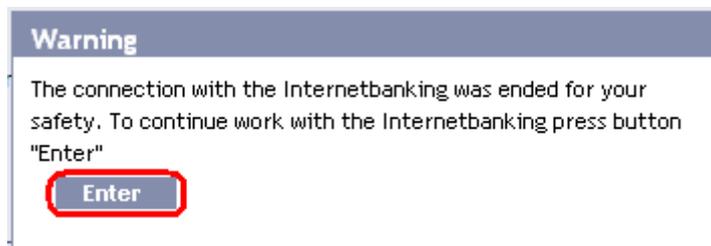
### III. Logging into Internetbanking

After entering the IB website at <https://ibs.ppfbanka.cz> the following screen will be displayed:



You will find contact details for Customer Service at the bottom of the screen and you can choose an IB language in the lower right-hand corner of the screen. Then continue in accordance with the method for logging into IB.

If you stay on the introductory screen for longer than 15 minutes without logging into IB, information on the interruption of the connection with IB will be displayed. If you wish to log into IB, click on the **Continue** button or refresh the page by pressing the **F5** key.



Enter your IB Username into the **Username** field and click on the **Continue** button.

**LOG IN TO INTERNETBANKING** [Help](#)

**Username:**  
HenrySMS2012

IB automatically recognises which IB logon method you are using, and after that displays only the fields necessary for you to log in.

In the case of login and authorization via a Certificate, continue according to section A. The User will not be allowed to access IB after five attempts to use an invalid Certificate. The Certification Token will also be disabled after ten wrong attempts to enter the PIN. In such a case, the User will have to ask for its initialisation in person at the Bank's Place of Business and generate a new Certificate.

In the case of login and authorization via an OTP code, continue according to section B. The User will not be allowed to access IB after five wrong attempts to enter an IB Login Password and/or an OTP code.

In the case of login and authorization via an SMS code, continue according to section C. The User will not be allowed to access IB after five wrong attempts to enter an IB Login Password and/or an SMS code.

### A. Logging in via a Certificate

Enter the PIN for the Token into the **PIN** field and click on the **Load Certificate** button.

**LOG IN TO INTERNETBANKING** [Help](#)

**Username:**  
JaneTok2012

**PIN:**  
••••••

**Certificate:**

Select the valid Certificate registered in IB in the **Certificate** field. To log into IB then click on the **Login** button.

**LOG IN TO INTERNETBANKING** [Help](#)

**Username:**  
JaneTok2012

**PIN:**  
••••••

**Certificate:**  
Jane April 2012

After logging in, the User's name, the date of the last login (if you are logging into IB for the first time this field is empty), information about the current date and time and any messages received from the Bank are displayed in the

upper bar. You can log out from IB by clicking on the **Logout** button which is also accessible in the upper bar on every page of IB.

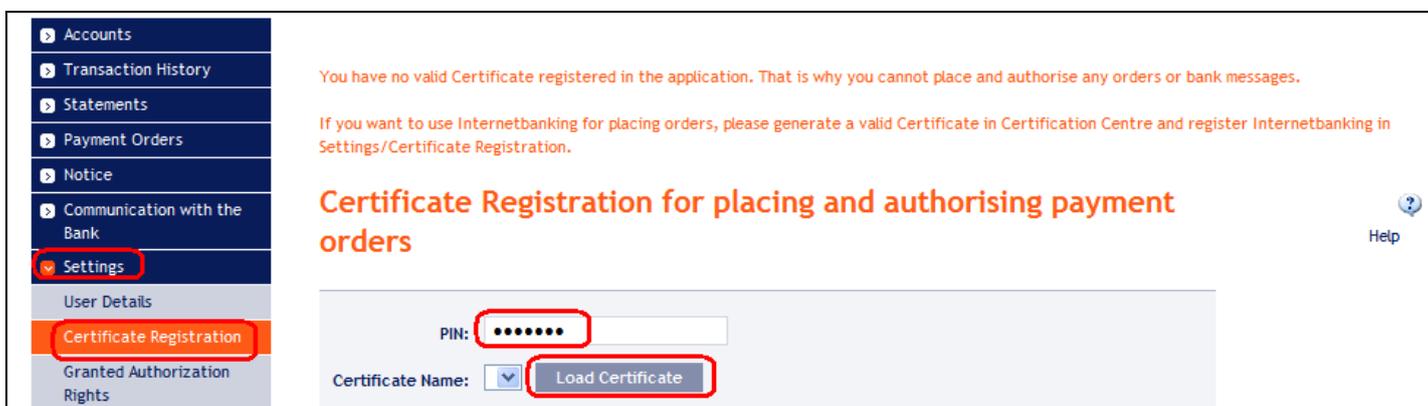


## 1. First login to IB after generating the first Certificate

After your first login to IB following the generation of the first Certificate you must register the Certificate in IB. After your first login IB will notify you of this obligation.



Click on the **Settings** and **Certificate Registration** options to register the Certificate. Enter the PIN into the **PIN** field and click on the **Load Certificate** button.



In the **Certificate Name** option, select the Certificate which you used for logging into IB and click on the **Save** button.

## Certificate Registration for placing and authorising payment orders

PIN: [masked]

Certificate Name: James 05 2012 [dropdown] Load Certificate

Save

After successful registration of the Certificate, confirmation will be displayed.

Your Certificate has been successfully registered. You can place and authorise payment orders and bank messages now.

## 2. Logging into IB after Certificate renewal

When you first log into IB after generating a renewed Certificate you need to register the Certificate in IB again. **IB does not notify you of this obligation after you log in** (unlike in the case of your very first login to IB – see point 1.).

Click on the **Settings** and **Certificate Registration** options to register the renewed Certificate. Enter the PIN into the **PIN** field and click on the **Load Certificate** button.

Accounts  
Transaction History  
Statements  
Payment Orders  
Notice  
Communication with the Bank  
Settings  
User Details  
Certificate Registration  
Granted Authorization Rights  
Guides and Instructions

You cannot place and authorise any orders or bank messages because your Certificate is not valid.  
If you want to use Internetbanking for placing orders, please generate a valid Certificate using the Certification Centre and then register it in the Internetbanking in Settings/Certificate Registration.

### Certificate Registration for placing and authorising payment orders

PIN: [masked]

Certificate Name: [dropdown] Load Certificate

Save

In the **Certificate Name** option, select the Certificate which you used for logging into IB and click on the **Save** button.

## Certificate Registration for placing and authorising payment orders

PIN: [masked]

Certificate Name: James II 05 2012 [dropdown] Load Certificate

Save

After successful registration of the Certificate, confirmation will be displayed.

Your Certificate has been successfully registered. You can place and authorise payment orders and bank messages now.

### B. Logging in via an OTP code

If you are logging into IB for the first time, you must first register the OTP Token - in this case follow the instructions in point [1](#). If you have already registered the OTP Token, follow the instructions in point [2](#).

**How to work with OTP Tokens and display OTP codes is described in Part II of the User Guide.**

#### 1. First login to IB – registration of the OTP Token

When you first log into IB you must enter the following information:

Field	Description
Login Password	Enter your IB Login Password.
Serial number	Enter the serial number of the Hardware OTP Token, which is printed on the back of the token above the barcode (e.g. +ABCDEF123456).
First OTP code	Enter the OTP code displayed on the Hardware OTP Token.
Second OTP code	Enter the next OTP code – <b>you must wait aprxm. 1 minute for it to be generated before entering it</b> (see Part II of the User Guide).

After entering all of the information, click on the **Register** button.

**LOG IN TO INTERNETBANKING** [Help](#)

**Username:**  
JamesTok2012

**Registration of a new OTP Token**

**Login Password:**  
••••••••

**Serial number:**  
+ABCD123456

**First OTP code:**  
123456

**Second OTP code:**  
987654

If, after entering the first OTP code, you do not wait for the next OTP code to be generated and you enter the same information into the **Second OTP code** field as in the **First OTP code** field, IB will display a notification about duplicate entry.

**LOG IN TO INTERNETBANKING** [Help](#)

**!** Same OTP codes has been entered, please enter them again.

**Username:**  
JamesTok2012

**Registration of a new OTP Token**

**Login Password:**  
••••••••

**Serial number:**  
+ABCD123456

**First OTP code:**  
123456

**Second OTP code:**  
987654

In this case, re-enter the information (as described above).

Both OTP codes must be entered within 5 minutes of their generation (i.e. by this time you must click on the **Register** button), so you must enter them immediately after they are displayed on the OTP Token. If you do not enter the OTP codes in time, IB will display information about the expiration of their validity.

**LOG IN TO INTERNETBANKING**

**! Validity of the OTP code has expired. Please enter another OTP code.**

Help

**Username:**  
JamesTok2012

**Registration of a new OTP Token**

**Login Password:**  
••••••••

**Serial number:**  
+ABCD123456

**First OTP code:**  
123456

**Second OTP code:**  
987654

In this case too, re-enter the information (as described above).

After logging into IB, the User's name, the date of the last login (if you are logging into IB for the first time this field is empty), information about the current date and time and any messages received are displayed in the upper bar. You can log out from IB by clicking on the **Logout** button which is also accessible in the upper bar on every page of IB.

James Bond      Date of last logging:      Actual Date and Time: 19.04.2013 14:34:57      Messages: 0/0     

**After your first login to IB we recommend immediately changing your IB Login Password as described in section D.**

## 2. Log into IB with a registered OTP Token

On your next login to IB, when you already have a registered OTP Token, you only need to enter your IB Login Password into the **Login Password** field and an OTP code into the **OTP code** field, then click on the **Login** button.

**LOG IN TO INTERNETBANKING**

Help

**Username:**  
JamesTok2012

**Login Password:**  
••••••••

**OTP code:**  
309629

The OTP code must be entered within 5 minutes of its generation (i.e. by this time you must click on the **Login** button), so you must enter it immediately after it is displayed on the OTP Token. If you do not enter the OTP code in time, IB will display information about the expiration of its validity.

**LOG IN TO INTERNETBANKING**

**!** Validity of the OTP code has expired. Please enter another OTP code.

[Help](#)

**Username:**  
JamesTok2012

**Login Password:**  
.....

**OTP code:**  
123456

In this case, display another OTP code and enter it again into the **OTP code** field, then confirm entry using the **Login** button (as described above).

### C. Logging in via an SMS code

Enter your IB Login Password into the **Login Password** field. After entering the password correctly, click on the **Generate SMS Code** button.

**LOG IN TO INTERNETBANKING**

[Help](#)

**Username:**  
HenrySMS2012

**Login Password:**  
.....

**SMS Code:**

You will then receive an SMS with an SMS code, which you must enter into the **SMS Code** field and confirm using the **Login** button.

**LOG IN TO INTERNETBANKING**

**!** The SMS Code has been sent to your mobile phone.

[Help](#)

**Username:**  
HenrySMS2012

**Login Password:**  
.....

**SMS Code:**  
12345678

For security reasons the validity of the SMS code is time-limited to 5 minutes, so you have to enter it immediately after you receive it. If you do not enter the SMS code in time, IB will display information about the expiration of its validity. In this case, click again on the **Generate SMS Code** button (this button becomes active again after the expiration of the specified time limit).

The screenshot shows the 'LOG IN TO INTERNETBANKING' interface. At the top, a red-bordered box contains a warning message: 'Validity of the SMS code has expired. To send a new SMS code, please press button Generate new SMS code.' Below this, there are three input fields: 'Username:' (containing 'HenrySMS2012'), 'Login Password:' (masked with dots), and 'SMS Code:'. To the right of the 'Login Password:' field is a red 'Generate SMS Code' button. Below the 'SMS Code:' field is a 'Login' button. A 'Help' link is visible in the top right corner.

You will then receive an SMS with a new SMS code, which you must again enter into the **SMS Code** field and confirm using the **Login** button.

After logging into IB, the User's name, the date of the last login (if you are logging into IB for the first time this field is empty), information about the current date and time and any messages received are displayed in the upper bar. You can log out from IB by clicking on the **Logout** button which is also accessible in the upper bar on every page of IB.

The screenshot shows the top navigation bar with the following information: 'James Bond', 'Date of last logging:', 'Actual Date and Time: 19.04.2013 14:34:57', 'Messages: 0/0' with an envelope icon, and a 'Logout' button.

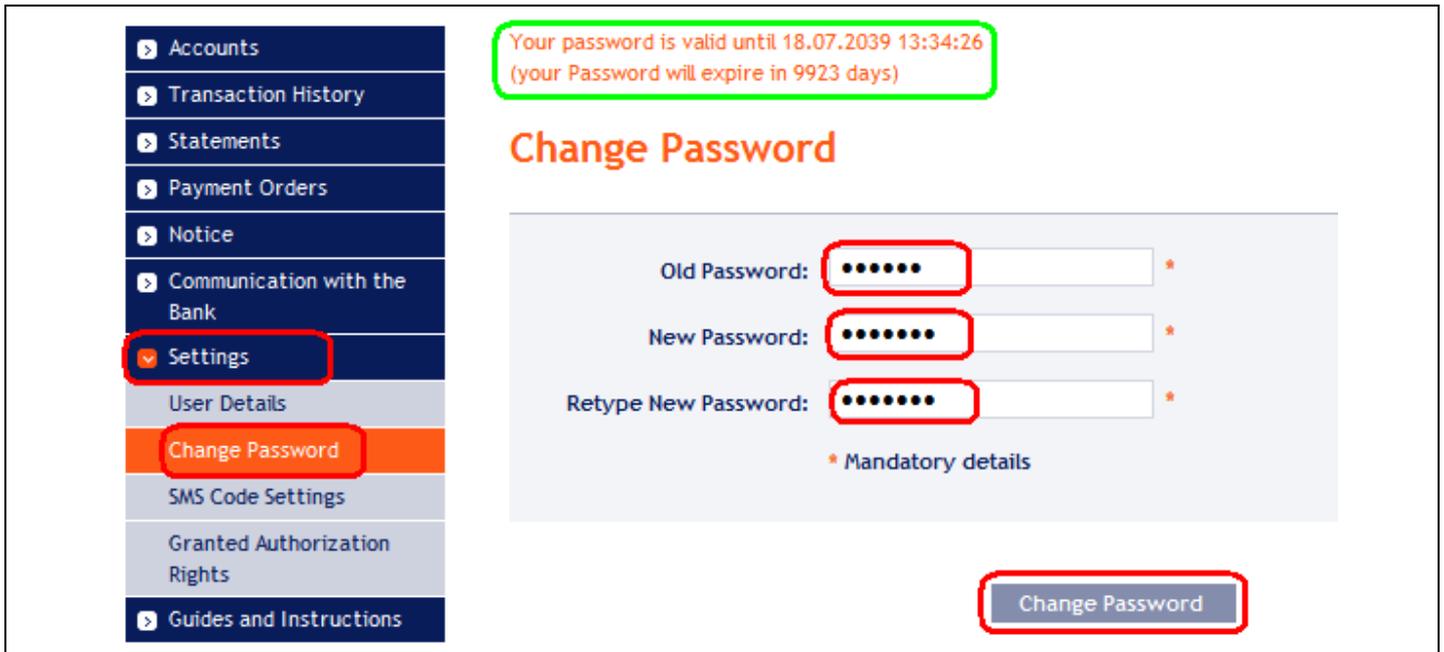
**After your first login to IB we recommend immediately changing your IB Login Password as described in section D.**

## D. Change of IB Login Password for Users logging in via an OTP code or SMS code

We recommend **immediately changing the IB Login Password** which the Bank provides for the first login to IB via an OTP code and an SMS code – **this recommendation will also be displayed after each login until the IB Login Password is changed.**

The screenshot shows the top navigation bar with the same information as the previous screenshot. Below the navigation bar, there is a sidebar with 'Accounts' (selected), 'Current Accounts', and 'Transaction History'. A red-bordered box contains a message: 'Dear Client, Welcome to Internetbanking of PPF banka. We recommend you to change your first login (default) password which you have received by TXT message or in a security envelope to your own. The password has unlimited validity. Password must contain 6 to 10 characters and consists of only alphanumeric characters without diacritical marks, of which must have at least 1 uppercase letter, at least 1 lowercase letter and at least 1 digit and not repeat. The password can be changed at any time in Settings / Change Passwords.'

On the introductory screen click on the **Settings** and **Change Password** options. The validity of the current IB Login Password will be displayed at the top of the screen. Enter the IB Login Password that you received for the first login to IB into the **Old Password** field, and enter your new IB Login Password into the **New Password** and **Retype New Password** fields. An IB Login Password must have between six and ten characters, may contain only alphanumeric characters without diacritical marks, must include at least one uppercase letter, one lowercase letter and one digit, and may not contain any repetitions. To complete the change, click on the **Change Password** button.



If the existing IB Login Password is not entered correctly, IB will display the following information:



Re-enter the existing IB Login Password correctly.

If the new IB Login Password does not have the required format, IB will display the following information:



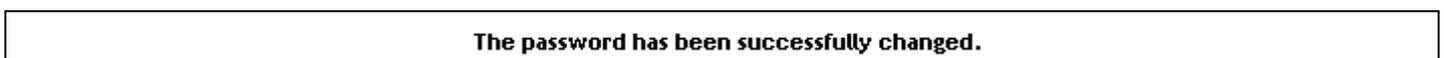
If the new IB Login Password is not entered twice identically, IB will display the following information:



Close the window with the **OK** button.

In both cases, enter the new IB Login Password correctly and click on the **Change Password** button again.

After a successful change of the IB Login Password a confirmation message will be displayed:



## IV. The first screen after logging into Internetbanking, options of the primary and secondary menus

After logging into IB a list of current accounts which are connected to IB will be displayed. Your transaction history, orders and requests for the Bank, help and other services and information are available via the menu on the left side of the screen – the **primary menu**.



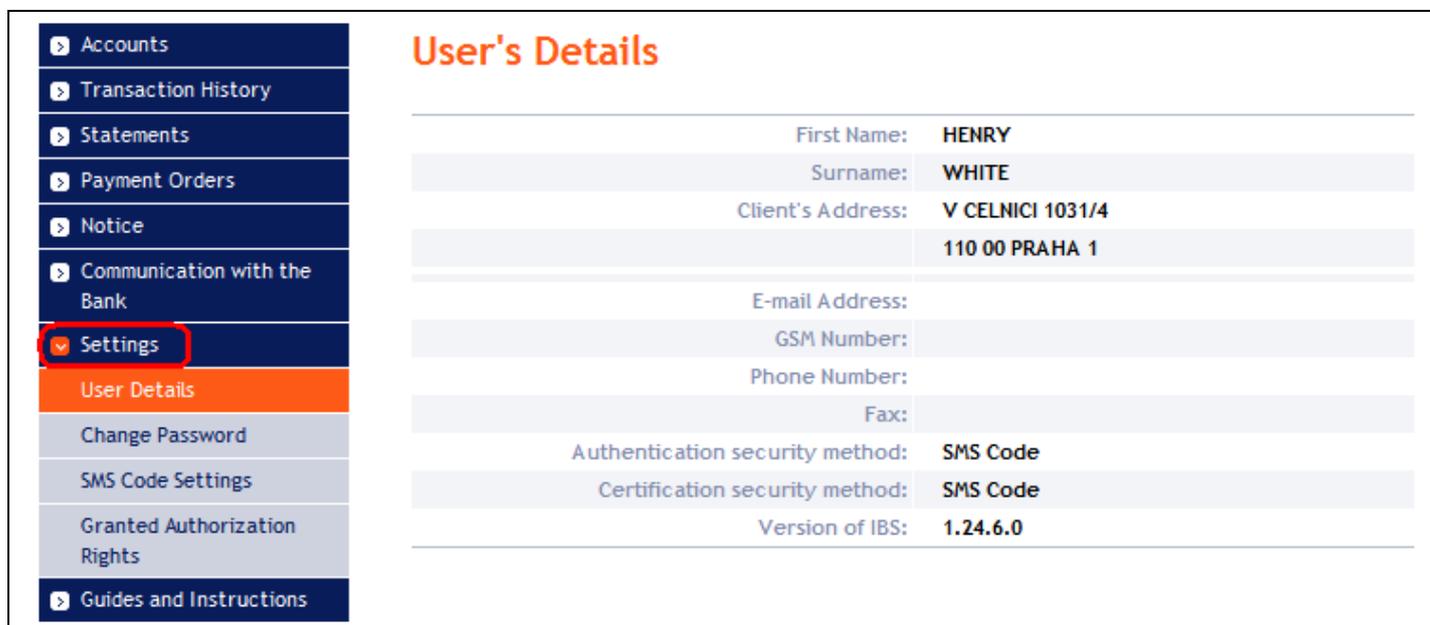
Account Type	Account Number	Account Name	Currency	Book Balance	Disposable Balance
Current account	51003	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	33.180,06	33.179,56
Current account	51011	BÚ TESTOVACÍ KLIENT S.R.O.	USD	5.505,61	5.505,61
Current account	51038	BÚ TESTOVACÍ KLIENT S.R.O.	EUR	8.732,56	8.732,56
Current account	30009	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	5.639.003,03	5.639.042,53
Current account	40004	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	15.274.097,29	15.274.089,79
Current account	50037	BÚ TESTOVACÍ KLIENT S.R.O.	EUR	262.697,43	262.697,43
Current account	50045	BÚ TESTOVACÍ KLIENT S.R.O.	EUR	7.384.153,84	7.384.153,84
Current account	40003	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	4.946.140,47	4.946.140,47
Current account	50152	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	4.631.878.597,04	4.631.878.597,04
Current account	51016	BÚ TESTOVACÍ KLIENT S.R.O.	EUR	226.091,63	226.091,63

Via this primary menu the User gets to the **secondary menu** – i.e. more detailed options for the selected product or service. Access to secondary menu items is displayed on the basis of the User's Rights.

You can find details about the use of individual Products and Services accessible via IB in separate sections of the User Guide.

## V. Settings

In the **Settings** option you can find information about yourself as a User and about the rights for authorization the Client has granted to each User.



First Name:	HENRY
Surname:	WHITE
Client's Address:	V CELNICI 1031/4 110 00 PRAHA 1
E-mail Address:	
GSM Number:	
Phone Number:	
Fax:	
Authentication security method:	SMS Code
Certification security method:	SMS Code
Version of IBS:	1.24.6.0

### A. User Information

In the **User Details** option you will find the information which the Bank holds about you, including your method of logging in and performing authorization of orders and requests for the Bank.

- ▶ Accounts
- ▶ Transaction History
- ▶ Statements
- ▶ Payment Orders
- ▶ Notice
- ▶ Communication with the Bank
- ▼ Settings
- User Details
- Change Password
- SMS Code Settings
- Granted Authorization

## User's Details

---

First Name:	HENRY
Surname:	WHITE
Client's Address:	V CELNICI 1031/4
	110 00 PRAHA 1
E-mail Address:	
GSM Number:	
Phone Number:	
Fax:	
Authentication security method:	SMS Code
Certification security method:	SMS Code
Version of IBS:	1.24.6.0

## B. Granted Rights for Authorization

The rights for authorization granted to individual Users are specified in their Rights. User can also find the settings for her/his rights for authorization in IB in the **Granted Authorization Rights** option.

- ▶ Accounts
- ▶ Transaction History
- ▶ Statements
- ▶ Payment Orders
- ▶ Notice
- ▶ Communication with the Bank
- ▼ Settings
- User Details
- Certificate Registration
- Granted Authorization Rights
- ▶ Guides and Instructions

## Granted Authorization Rights

Authorization Right Description	Transaction Limit	Daily Limit	Weekly Limit	Monthly Limit	Currency	Status
Bond_White_jointly no restrictions	9999999999999999	not set	not set	not set	CZK	Active
Bond_separately to 10 000 CZK/trn.	10000	not set	not set	not set	CZK	Active

## C. User using a Certificate – registration of a Certificate

In the **Settings** option, a User using a Certificate for logging into IB and for authorization also has the possibility to check the validity of the currently registered Certificate or to register a new Certificate – the procedure for registering a new Certificate is described in [Chapter III, section A.](#)

**You have registered a Certificate that will expire on 17.05.2013(in 364 days) .**

### Certificate Registration for placing and authorising payment orders

PIN:

Certificate Name:

Certificate Path: pkcs11://dkcck201/James II 05 2012/MTMzNzl1NzUyNjkzOA==

## D. User using an OTP code

In the **Settings** option, a User using an OTP code for logging into IB and for authorization also has the possibility to change the IB Login Password – this option is described in [Chapter III, section D.](#)

## E. User using an SMS code – SMS code settings detail

In the **Settings** option, a User using an SMS code for logging into IB and for authorization also has the possibility to change the IB Login Password (this option is described in [Chapter III, section D.](#)) and in the **SMS Code Settings** option can display the mobile phone number used for sending SMS codes and the date and precise time of sending the last SMS code.

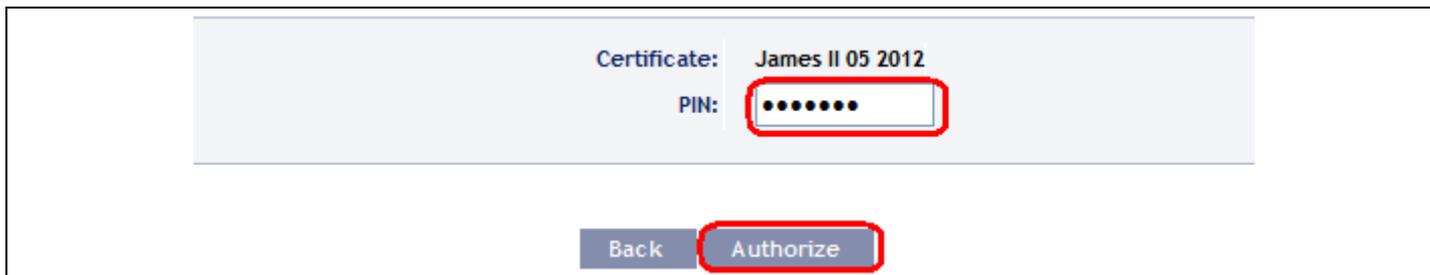
### SMS Code Settings Detail

GSM Number for SMS Codes:	420725344743
Last SMS Code sent date:	17.05.2012 15:18:44

## VI. Authorization of orders and requests for the Bank

### A. Authorization by means of a Certificate

After entering a order or request for the Bank the name of the Certificate and a field for entering the **PIN** will appear in the lower part of the screen – enter the PIN and click on the **Authorize** button.



Certificate: James II 05 2012  
PIN: [redacted]

Back Authorize

## B. Authorization by means of an OTP code

After entering a order or request for the Bank, a field for entering the OTP code will appear in the lower part of the screen – display an OTP code as described in Part II of the User Guide and click on the **Authorize** button.



OTP Code: 222964

Back Authorize

The OTP code must be entered within 5 minutes of its generation (i.e. by this time you must click on the **Authorize** button), so you must enter it immediately after it is displayed on the OTP Token. If you do not enter the OTP code in time, IB will display information about the expiration of the OTP code's validity in the upper part of the screen (above the entered data).



! OTP Code - Validity of the OTP code has expired. Please enter another OTP code.

In this case, display another OTP code and enter it again into the **OTP code** field, then confirm entry using the **Authorize** button (as described above).

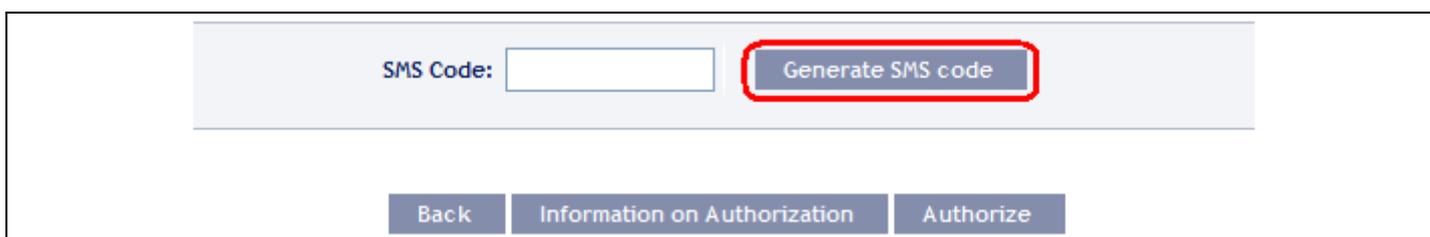


OTP Code: [empty field]

Back Authorize

## C. Authorization by means of an SMS code

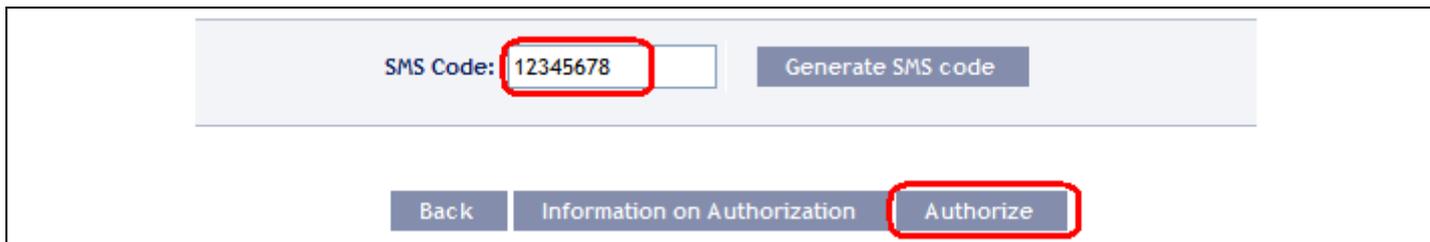
After entering a order or request for the Bank, a field for entering the SMS code will appear in the lower part of the screen – click on the **Generate SMS code** button.



SMS Code: [empty field] Generate SMS code

Back Information on Authorization Authorize

You will receive an SMS with a recap of the entered order or request and an SMS code. Enter the SMS code into the **SMS Code** field and click on the **Authorize** button.



For security reasons the validity of the SMS code is time-limited to 5 minutes, so you have to enter it immediately after you receive it. If you do not enter the SMS code in time, IB will display information about the expiration of the SMS code's validity in the upper part of the screen (above the entered data).



In this case, click on the **Generate SMS code** button again.



You will then receive an SMS with a new SMS code, which you must again enter into the **SMS Code** field and confirm using the **Authorize** button (as described above).

## D. Multiple and Multilevel Authorization

If the authorization of an order or request for the Bank requires authorization to be performed by more than one User (e.g. one User can independently authorize Payment Orders up to CZK 100,000.00 and Payment Orders above this amount must be "co-authorized" by another User), the status of such an order will be shown as **FORSIG** or **PARTSIG** and the following icon will be displayed for the relevant order or request:

Due Date	From Account	Beneficiary's Account Number	Bank Code	Amount	Status	Payment Number	Action
17.05.2012	50026	30009	6000	26.000,00 CZK	PARTSIG	301.7.396544.1	

The other User then clicks on this icon and performs authorization by the method setted in the Rights – i.e. authorization by means of a Certificate will be performed in the same way as described in section [A.](#), authorization by means of an OTP code will be performed in the same way as described in section [B.](#), and authorization by means of an SMS code will be performed in the same way as described in section [C.](#)

After the completion of authorization by the last User you can return to the first screen of the option by using the **Back** button. You can display the course of the authorization process by using the **Information on Authorization** button.

## Order Authorization

<b>Client's Account:</b>	<b>000000 50026</b>
<b>Payment no:</b>	<b>301.7.396805.1</b>
<b>Amount:</b>	<b>26.453,00 CZK</b>
<b>Status:</b>	<b>VERIF</b>

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Information on Authorization

You can return from the **Information on Authorization** screen to the previous screen by using the **Back** button.

## Information on Authorization

Authorization Course

Date and time of Auhtorization	User
11.06.2012, 17:46:18	BONIFÁC ČTVRTEČNÍ
11.06.2012, 17:47:12	PANKRÁC ÚTERNÍ

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## VII. User Guides for work with Internetbanking

User Guides for the individual functions you can display on IB login page or directly in IB, in the left menu in the **Guides and Instructions** option.

- Certification Centre
- Manuals and Handbooks
- Interest Rates
- Business Conditions of PPF Banka a.s.
- Price lists
- Contact us

### LOG IN TO INTERNETBANKING

Username:

Continue

[Security Principles](#)

- Accounts
- Current Accounts
- Transaction History
- Statements
- Payment Orders
- Payment Cards
- Notice
- Requests
- Communication with the Bank
- Settings
- Guides and Instructions

### Current Accounts

Account Type	Account Number	Account Name	Currency	Book Balance	Disposible Balance
Current account	<a href="#">14002</a>	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	20.609.309,22	20.612.921,22
Current account	<a href="#">14045</a>	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	228.833,90	229.844,90
Current account	<a href="#">51003</a>	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	3.282.848,00	3.283.849,00
Current account	<a href="#">51011</a>	BÚ TESTOVACÍ KLIENT S.R.O.	USD	240,16	240,16
Current account	<a href="#">51038</a>	BÚ TESTOVACÍ KLIENT S.R.O.	EUR	405,35	405,35
Current account	<a href="#">40004</a>	BÚ TESTOVACÍ KLIENT S.R.O.	CZK	10.732.995,32	10.732.995,32

Then there is displayed current version of all parts of the User Guide, the Security Principles, the Formats of Files and any other documents.

**PPF Banka**

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Price lists  
Interest rates  
Currency exchange rates  
Correspondent banks  
Commercial terms and conditions  
Claims and complaints  
Additional Services Associated With the Card  
**Handbooks and Manuals for the Internetbanking**  
Handbooks and manuals for the Homebanking  
Other documents  
Deposit Insurance  
Download documents

### Handbooks and Manuals for the Internetbanking

Current documents | Archive | All

Name	Added	Language	Size
User Guide for the Internetbanking, Part III: Messages, notification and requests	10/3/2013	en	1.03 MB
Security Principles for Internetbanking	6/3/2013	en	149.31 kB
User Guide for Internetbanking, Part I: General Information	6/3/2013	en	686.9 kB
User Guide for Internetbanking, Part II: Certificates, OTP codes, SMS codes and working with Tokens	6/3/2013	en	1.58 MB
User Guide for the Internetbanking, Part VI: Payment Cards	2/25/2013	en	412.24 kB
User Guide for the Internetbanking, Part V: Payment Orders	2/15/2013	en	1.86 MB
Formats of Files for the Importing and Exporting of Data for Internetbanking	2/15/2013	en	478.28 kB
User Guide for the Internetbanking Service of PPF banka a.s., Part IV: Accounts, statements and transaction history	2/7/2013	en	464.44 kB
User guide for the Internetbanking, Part I: General Information	12/1/2012	en	694.65 kB
User Guide for the Internetbanking, Part II: Working with the Token and the Certificate	7/1/2012	en	1.56 MB

You can also display these documents directly from the main internet page of the Bank through the option **Documents and important information** and **Handbooks and Manuals for the Internetbanking**.

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- Handbooks and Manuals for the Internetbanking**
- Handbooks and manuals