



Welcome new users of mBank CompanyNet Internet banking platform

Contact Center - Electronic banking Help Desk for corporate clients

Phone: 801-273-273 (for fixed line)

Phone: +48 22 6 273 273 (for mobiles and international calls)

mBank CompanyNet is an universal financial platform, aggregating many products and banking services by means of one access channel. The platform allows for active management of funds in a manner that is more adjusted to the type and scale of activity, company's structure, its contacting parties and executed transactions.

The information below is to assist the user during the first logging on to the mBank CompanyNet platform.

Handling of a token, assigning PIN numbers

Token is a device generating one-off passwords allowing for secure logging on to the mBank CompanyNet platform. Each user of the mBank CompanyNet platform receives one token. Upon receipt of the token, you should assign an individual PIN to it. Each user should determine the new PIN himself/herself.

To determine the new PIN you should take the following actions

1. Switch on the token by means of the red button
2. Enter "0000" – "NOWY PIN" (NEW PIN) will be displayed
3. Enter selected, individual four digits which will constitute the new PIN
(they cannot be subsequent digits or two subsequent digits cannot be repeated e.g. 9876, 1156)
4. Press the red button – "POTWIERDŹ" (CONFIRM) will be displayed
5. Again enter the previously chosen PIN
6. Confirm PIN with the red button

If the procedure is followed correctly, "GOTOWE" (READY) will be displayed.

If "BLAD" (ERROR) will be displayed, it will be necessary to repeat the above steps.

Note!

You should never make the PIN generated for your token available to third parties.
The employees of mBank never ask you about the PIN.

Logging on to the mBank CompanyNet platform

The mBank CompanyNet Internet banking platform is available on <https://www.companynet.mBank.pl>

You can log on to the mBank CompanyNet platform by using

a) Token

Logging on is possible only when the token is active. The basis for activation of the token is delivery of a filled in form to a branch of mBank: "Confirmation of receipt of a set of tokens".

The form is forwarded by the bank's employee whenever the tokens are handed in.

In order to log on, the following action is to be taken:

1. Choose "english" (button located on the right top of mBank CompanyNet platform)
2. In the "Identification procedure" field select "Token" from the drop down list box
3. In the "Identifier" field enter the individual identification number of the mBank CompanyNet system user ("ID" granted by the bank)
4. In the "Token" field enter the code generated by means of the token and, next, select the "Login" button

b) Qualified certificate

You can log on only when the certificate has been imported to the mBank CompanyNet platform and approved by mBank.

In order to log on, proceed as follows:

1. Choose "english" (button located on the right top of mBank CompanyNet platform)
2. In the "Identification procedure" field select "Certificate" from the drop down list box
3. In the "Identifier" field enter your individual identification number of the mBank CompanyNet system user (the "ID" assigned by the bank)
4. Click the "Login" button and select the certificate issued by a competent entity providing certification services
5. In a new window of the qualified certificate application enter the correct PIN and confirm it

Generating a password by means of the token

To log on to the mBank CompanyNet platform you should generate the one-off PIN, by:

1. Switching on the token by means of the red button
2. Entering PIN

In the display of the token a new password will appear. The password generated by the token may be used only once, upon its use it becomes invalid.

Note!

Three failed attempts at entering your PIN will block the token. If your token has been blocked, you are requested to contact the relevant mBank branch in order to replace the token, upon filling in the form "Dyspozycja wydania nowych tokenów w miejsce tokenów utraconych lub uszkodzonych" (Instruction to replace lost or damaged tokens). The form is available from the Contact Center specialists or at mBank branches.

Assistance in using the mBank CompanyNet platform

Should you have questions or doubts relating to using the mBank CompanyNet platform, please call on: 801-273-273 or +48 22 6 273 273. Specialists at mBank's Contact Center offer their support from Monday to Friday within 8:00 am - 6:30 pm. When you get through to the specialist you will be asked for the identifier and PIN earmarked for identification of the interlocutor at Contact Center.

Identifier and PIN identifying the interlocutor at Contact Center

In order to obtain the identifier and PIN to the Contact Center:

1. Log on to the mBank CompanyNet platform
2. Click the "PIN for CC" link (located at the top of the home page of the mBank CompanyNet platform)
3. Select the authentication method on the following screen

Upon positive access verification, the identifier and PIN to the Contact Center will be displayed.