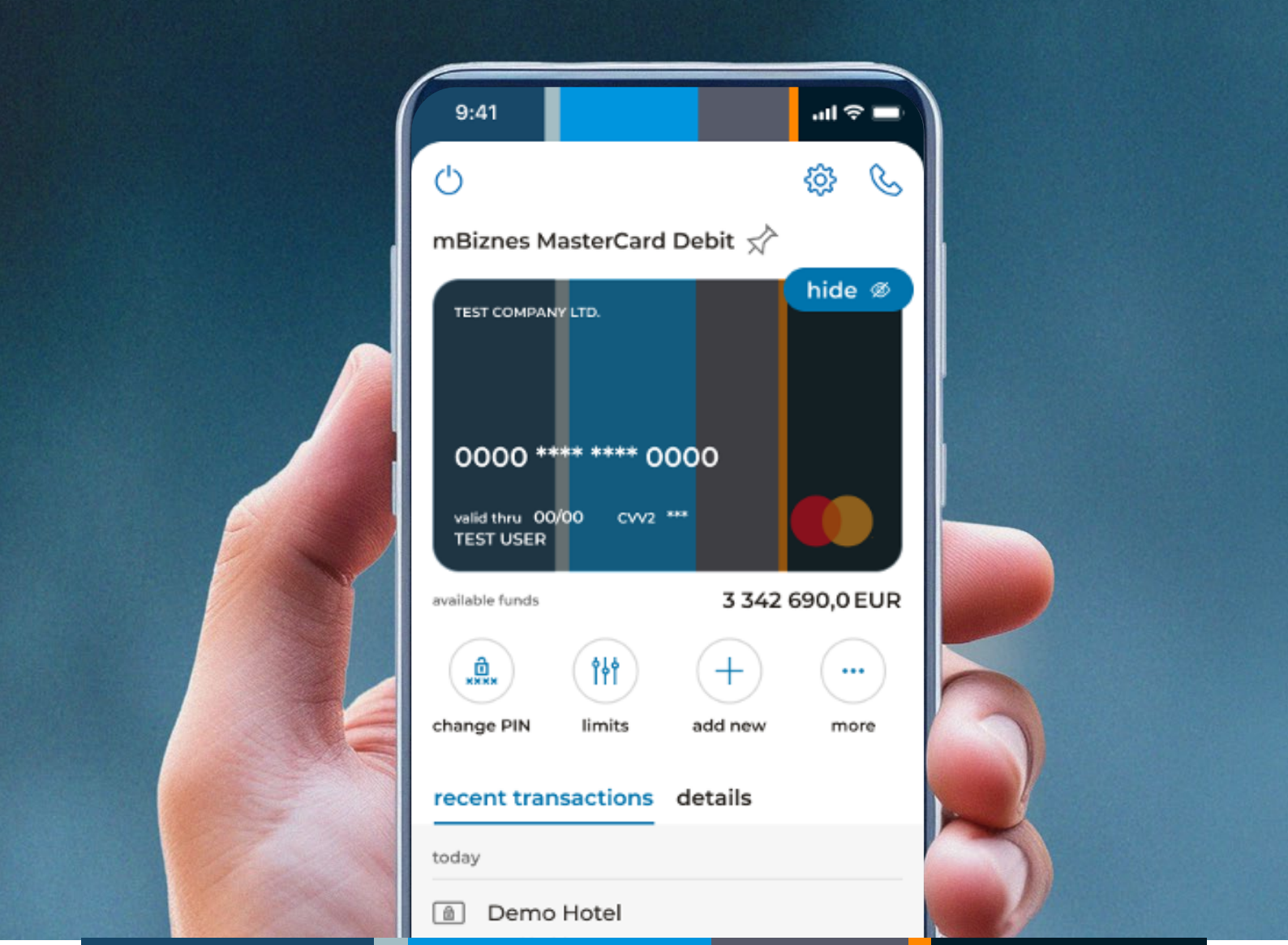


mBank CompanyMobile 3.0

User manual – Cards only mode

mBank

mBank.pl

dial us
801 273 273

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about the app

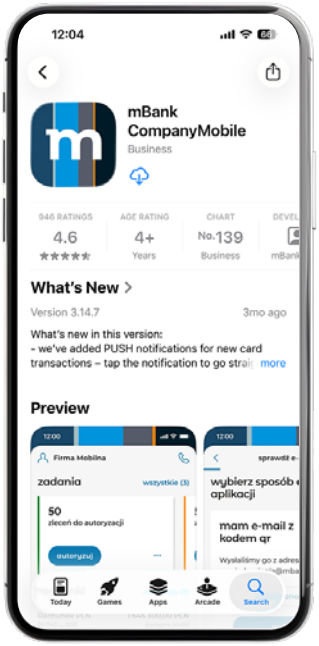
The mBank CompanyMobile app in the **“Cards Only”** mode is available to users whose only product are corporate cards.



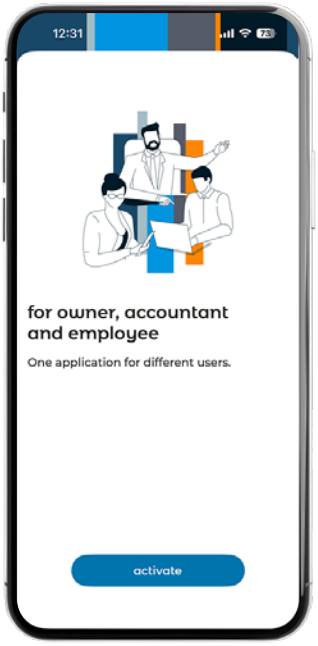
The “Cards Only” mode of the app allows you to:

- activate a new company card,
- manage company cards,
- change the PIN,
- view card details, history of transactions and authorisation limits,
- temporarily block, unblock or permanently cancel cards.

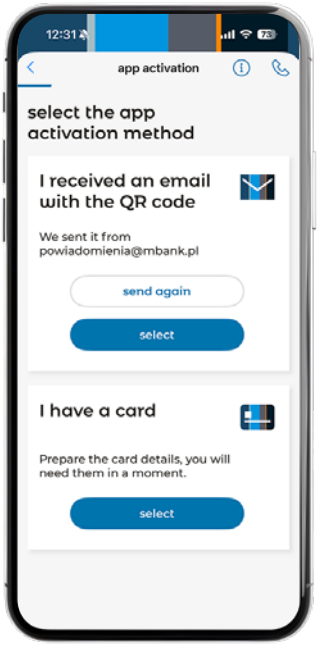
activating the app



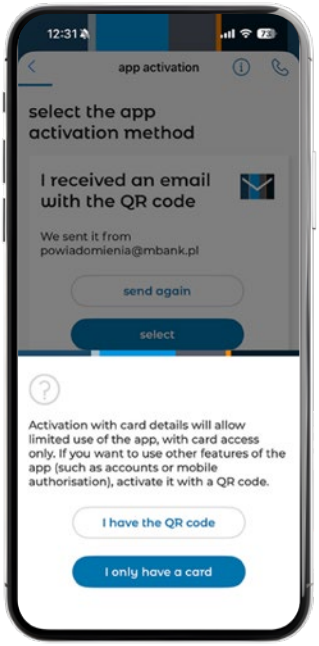
1 **Download the mBank CompanyMobile app** from an authorised store, i.e. Apple Store (iOS) or Google Play (Android).



2 Open the app and tap **“activate”**.

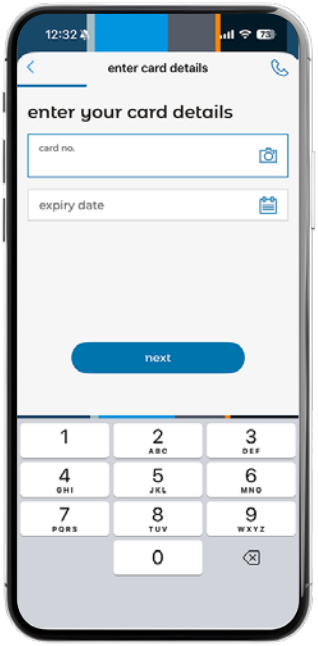


3 Select **“I have a card”**.



4 On the next screen, select **“I only have a card”**.

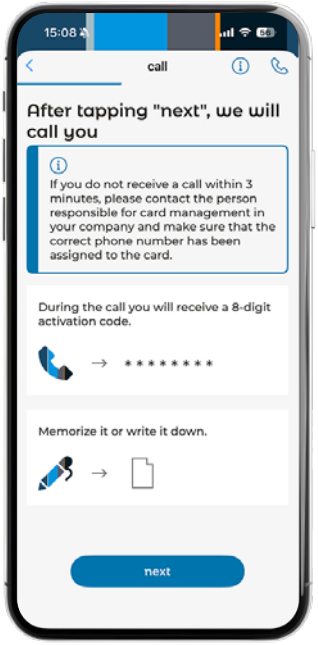
activating the app



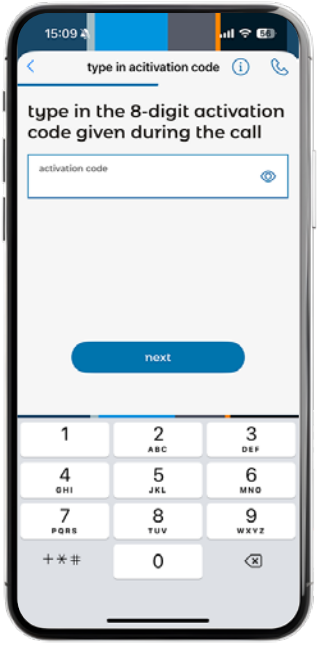
5 Enter the **card number** and its **expiry date**.



6 Tap **“next”**.

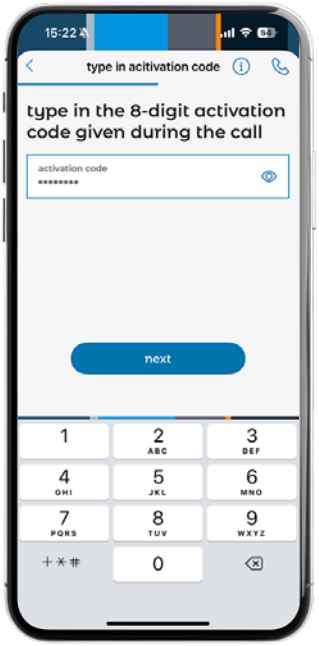


7 We will call you within **3 minutes**.

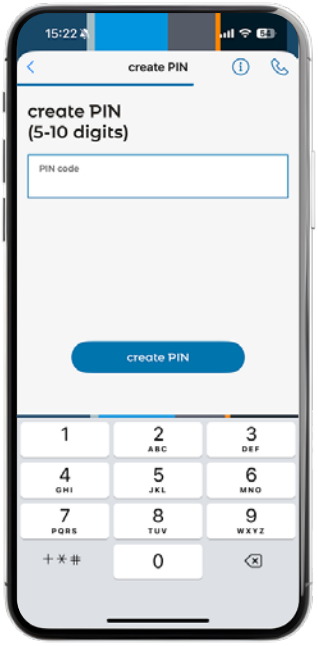


8 During our call, we will give you an **8-digit activation code**. Please remember it or write it down.

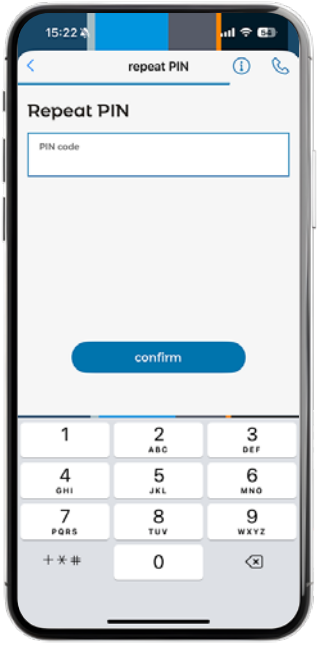
activating the app



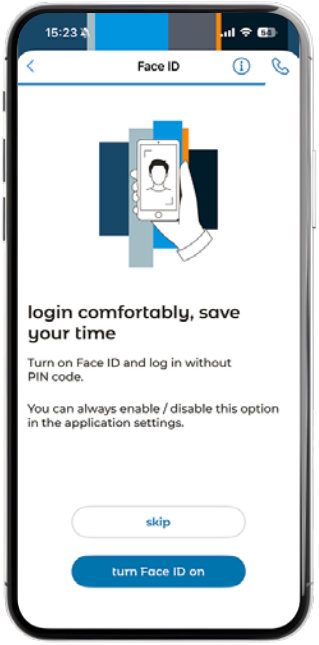
9 **Enter the activation code** in the app and tap “next.”



10 **Create a PIN** of 5 to 10 digits for the app.



11 **Repeat** the PIN.

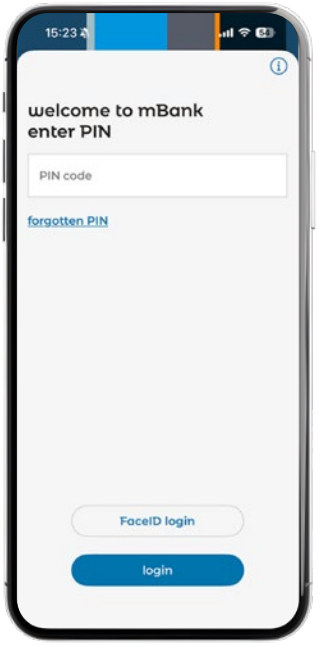


12 You can **enable biometric login** or skip this step and set it up later in the app's settings.

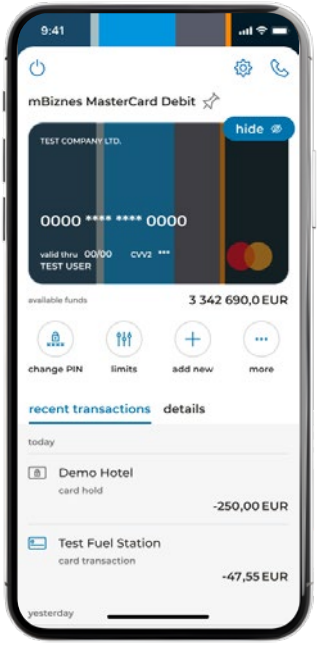
activating the app



13 Tap **“start application”**.

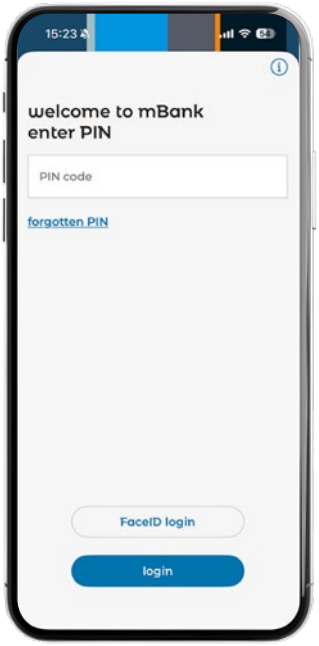


14 **Enter your PIN** and log in to the app.



15 **Ready to go!**
Now you can use the app and manage your cards.

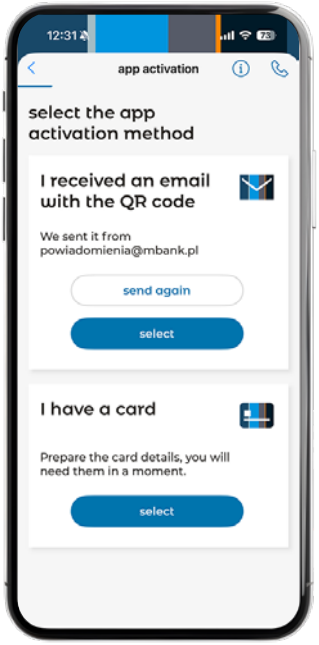
forgotten app PIN



1 On the login screen, select **“forgotten PIN”**.



2 Confirm the operation by tapping **“continue”**.

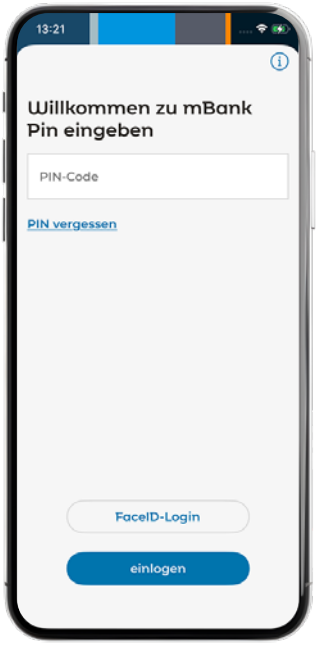


3 To start using the app again, go through the activation process described in the section **“how to activate the app”**.

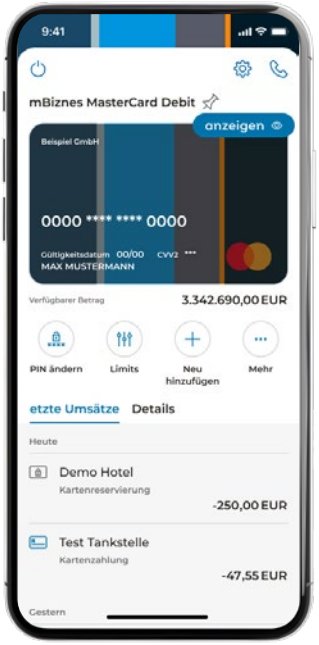
logging in to the app



1 Open the **mBank CompanyMobile** app.

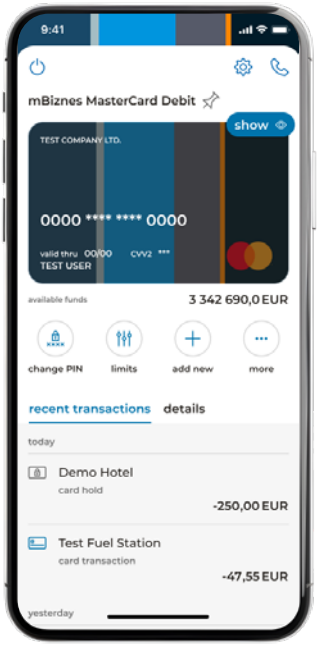


2 **Enter your app PIN** or use **biometric login**.

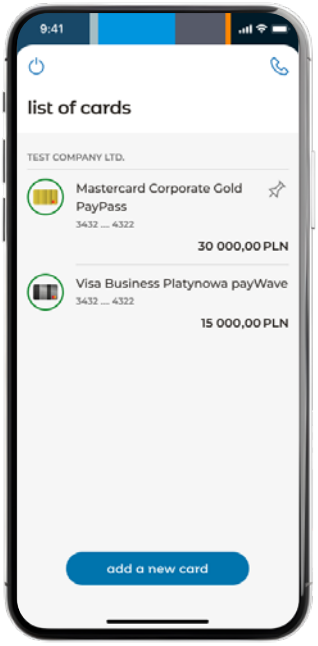


3 After logging in, **your card will be displayed** on the screen.

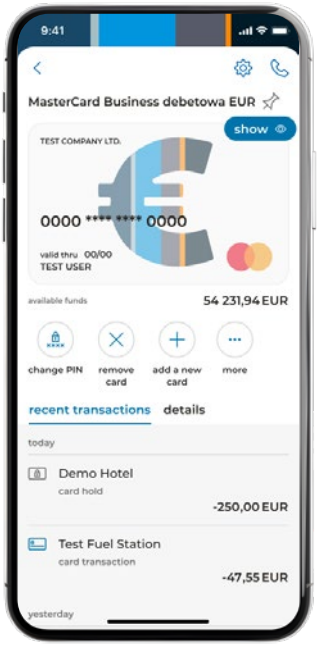
how to use the app



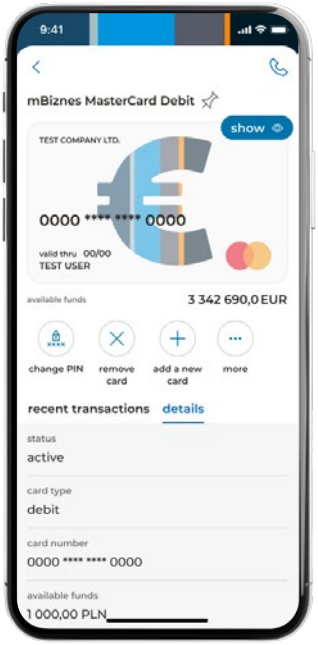
1 **After logging in** to the app, you will see the card screen displaying key information and card management options.



2 **If you have more than one card in the app**, go to the list of cards and select the one you want to display.

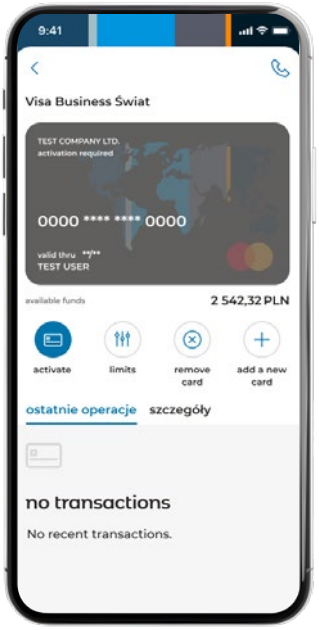


3 You can view your recent transaction history in the **“recent transactions”** tab.

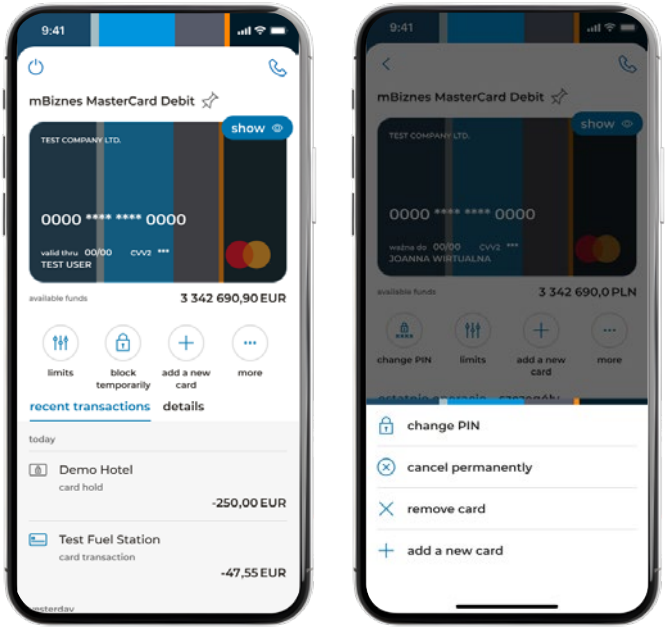


4 You can view information about the card and its features in the **“details”** tab.

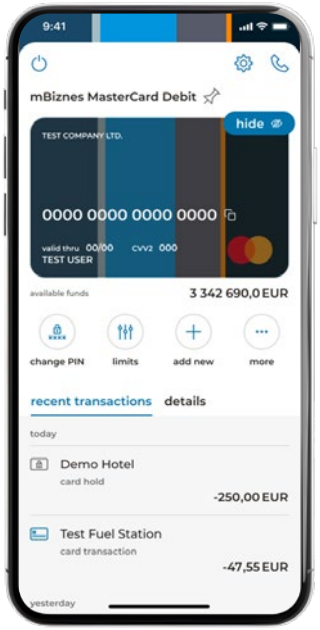
card management



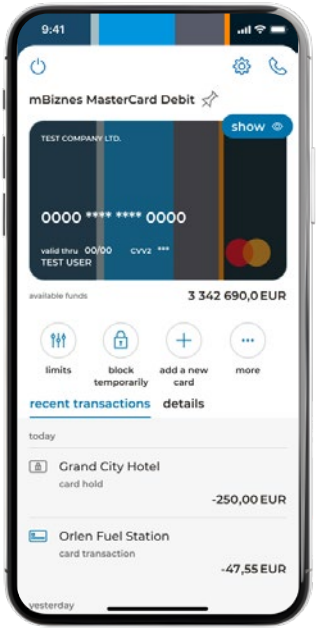
1 To activate a card, tap **“activate”**.



2 **Once you have activated the card, you can** change limits and the card PIN, temporarily block and unblock the card or cancel it.

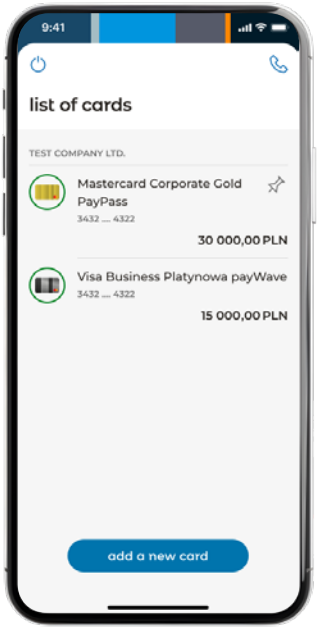


3 Tap **“show”** to view the card details.



4 To add further cards to the app, tap **“add a new card”**.

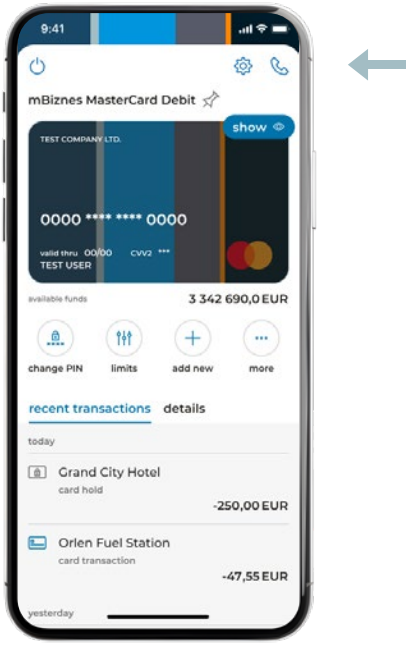
card management



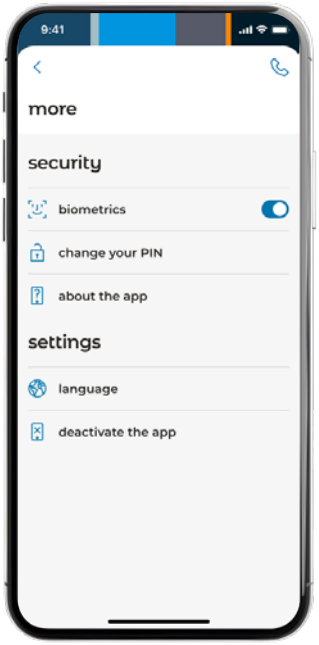
5 **If you have added more than one card to the app,** the list of cards will be displayed first when you open the card module.

more

For app settings, information on the app and security options, go to the **“more”** tab.

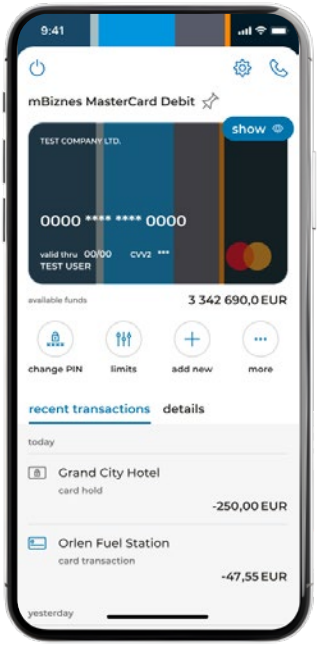


1 On the card screen, tap **“settings”** (the cogwheel icon in the top right corner).

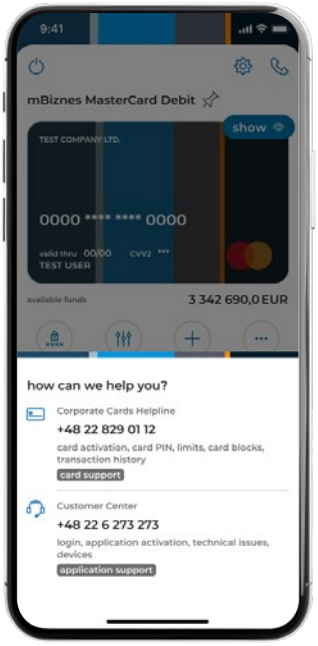


2 You can enable or disable **biometric login**, change your PIN, read information about the app, change language or unlink the app from the device.

need help?



1 Tap the **handset icon** in the top right corner of the screen to call the Corporate Cards Helpline.



2 **Select the topic you wish to contact us about:**

- 24/7 **Corporate Cards Helpline** – matters related to cards and card transaction processing

- **Corporate Customer Centre** – mobile app support, e.g. logging in, activation, service and technical issues

Our Customer Centre consultants are available Monday to Friday, 8.00 a.m. to 6.00 p.m.

frequently asked questions

Why am I not receiving a phone call during app activation?

During the activation process, we will call you to the phone number linked to the card.

If you are not receiving the call, first contact the person managing cards in your company to make sure that:

- the phone number linked to the card is correct,
- the phone number has the correct country code.

In addition, check if your phone:

- has network coverage,
- can make voice calls,
- is not subject to roaming-related restrictions.

If you still are not receiving the call, contact the Corporate Customer Centre.

Why am I getting an error message during activation?

Most often, it is an internet connection error or a temporary technical issue.

Check if:

- you have access to the internet,
- cellular or Wi-Fi data transmission is working properly,
- you are not using a VPN connection.

If you still cannot activate the app, contact the Corporate Customer Centre.

frequently asked questions

Why is the app unable to connect to the server?

If the app displays messages about connection problems:

- check your internet connection,
- switch between Wi-Fi and cellular data,
- disable the active VPN connection,
- restart the app.

If you still cannot use the app, contact the Corporate Customer Centre.

Why does the app work over cellular data but not over Wi-Fi?

A Wi-Fi network may have restrictions or additional security measures.

You should try to:

- connect to another Wi-Fi network,
- disable VPN or other network security tools,
- use cellular data.

If the app works correctly when using cellular data, the likely cause is the Wi-Fi network configuration.

What should I do if I forgot my app PIN?

On the login screen, select “forgot my PIN”. Activate the app again and set up a new PIN.

frequently asked questions

I have a new phone and want to use the app on my new device. How do I do that?

Activate the app once again on your new device. To do this, have card details and the phone number linked to the card ready.

If you are not sure what phone number is linked to the card, contact the person managing cards in your company.

When should I contact the person managing cards in my company?

Contact the person managing cards when:

- you are not sure what phone number is linked to the card,
- your phone number has changed,
- you suspect that the phone number linked to the card is invalid or incorrect,
- you are not receiving a call from us during the activation process.

When should I contact the Corporate Customer Centre?

The Corporate Customer Centre will help you when:

- you encounter technical issues when activating the app,
- error messages appear during the logging or activation process,
- the app is not operating properly,
- you have trouble connecting the app to the internet, despite your device being configured correctly.

Need support?

Corporate Customer Centre:

ask the Online Assistant in the chat in mBank CompanyNet

tap the handset icon in the mobile app

dial 22 6 273 273 or 801 273 273.

