



Attention!	Immediately after receiving the new authorisation device, and not having used the device for a long period, please, check the correctness of the timer setup, which is important for generating correct electronic signatures – see point 7.
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- ❖ DIGIPASS is an electronic authorisation device used to generate electronic signature for Customer's messages and replacing the Customer's signature and seal in such Customer message.
- ❖ The Customer may choose his DIGIPASS device with English – Latvian language or English – Russian language, and may change the language in the device at his discretion;
- ❖ DIGIPASS electronic signatures are used one-shot and are calculated on the basis of both essential parameters of the Customer's message and time of generation of the specific keys.
- ❖ Electronic signatures are to be calculated using respective fields of the specific message.
- ❖ Each such device is encoded for operation with one or more Customer's accounts with the Bank. More than one authorisation device may be used to manage one account too.
- ❖ For generation of Citadele online banking access codes and electronic signatures different DIGIPASS devices can be used, if it is registered in the respective program provision, that is used by the Customer in the process of connecting to the Bank.
- ❖ A new or additional authorisation device may be issued on the basis the Customer's application signed thereby, with rights to use one or more Customer accounts.
- ❖ Generation of electronic signatures by DIGIPASS device is protected by PIN code consisting of five digits. The Customer receives his initial PIN code at the moment of issue of DIGIPASS, however such PIN code is to be replaced by that invented by the Customer, in order to be able to generate electronic signatures.
- ❖ You can access DIGIPASS functions meant for the electronic signature generation upon entering your five-digit PIN code. To have access to DIGIPASS functions: “CHANGE LANG”, “TEST” and “BATTERY” you need not enter your PIN code.
- ❖ DIGIPASS memory is deleted after **five** attempts of making incorrect PIN code, DIGIPASS. Screen will display the message “LOCKED”. In this case the Customer is to come to the Bank, bringing his DIGIPASS device with him, pay the charge for reprogramming the device, and receive a new DIGIPASS device.
- ❖ The Customer shall be responsible for transfer of the coding device to other persons and for non-disclosure of his PIN code to other persons.
- ❖ The Customer may check the battery condition in DIGIPASS mode “BATTERY”, however he cannot replace the battery by himself. DIGIPASS device operates with the lithium battery, with its service life being over 3 years depending on frequency of use. In case DIGIPASS device screen displays the message “BATT LOW”, this means that the battery is almost discharged. In case the message BATT FAIL appears – the battery is discharged in full. In case the battery is discharged, the Customer is to come to the Bank, bringing his DIGIPASS device with him, pay the charge for reprogramming the device, and receive a new authorisation device.
- ❖ The coding device DIGIPASS shall not be placed in strong electromagnetic field (close to a mobile phone, etc.).
- ❖ In case the device has been exposed to temperatures below 0°C, it may only be used after it warms up under room temperature in 20 – 30 minutes.
- ❖ DIGIPASS device is opened as follows: press in the middle of the cover with one finger and open the cover at one corner with another finger.
- ❖ DIGIPASS authorisation device has keys from “0” to “9”, special keys (I, S, ◀), and 12-digit screen. By pressing the key “C”, the Customer may return to the initial menu “SELECT I/S” and cancel operation made from any function.
- ❖ DIGIPASS is switched on by pressing the key “◀”. DIGIPASS will switch off unless you make any actions within 30-40 seconds.

1. Entering the initial PIN code and its replacement for the Customer's PIN code

DIGIPASS device may only be used as a calculation device after the initial PIN code has been replaced for your invented code. You should implement such procedure only once. Please invent your PIN code (five digits) before making this action.

In order to replace PIN code, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key “◀”	0	
2. Press the key “I”	INITIAL PIN	The message indicates that no one has operated this device before you.
3. Enter 5 digits	*****	Provided by the Bank.
4. Press the key “◀”	NEW PIN	
5. Enter your PIN code	*****	Attention! Here you are to enter your invented PIN code that may consist of any 5 digits, but no of 5 similar digits or five consecutive digits
6. Press the key “◀”	WEAK PIN NEW PIN	This indicates that Your PIN-code security is low. Please enter a new PIN-code.
7. Confirm entry of the new PIN code by pressing the key “◀”	CONFIRM	The code chosen by you has been accepted, however you need to confirm your choice of the new code again. - In case the screen displays “WEAK PIN”, PIN code is weakly protected at opinion of DIGIPASS, in this case please enter your new PIN code again.
8. Enter your new PIN code chosen again	*****	
9. Press the key “◀”	PIN CHANGED	Your old PIN code has been replaced with your new PIN code chosen by you. DIGIPASS device returns to the initial menu “SELECT I/S” automatically - In case the screen displays “CHANGE FAIL”, the code you re-entered is different from that entered before. The screen displays “NEW PIN” in a few seconds. Repeat actions stated in paragraph 5 above.

Your new PIN code is to be used in further DIGIPASS operation.



2. Change of the language

Language may only be changed in DIGIPASS device, after the Customer has changed the initial PIN code of DIGIPASS device.

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key “◀”	0	
2. Press the key “!” three times	CHANGE LANG	
3. Press the key “◀”	TO RUSSIAN TO ENGLISH TO LATVIAN	The language will change according to the screen message TO RUSSIAN – into the Russian language; TO LATVIAN – into the Latvian language; TO ENGLISH – into the English language.
4. Press the key “◀”	SELECT I/S	The English language changes to the Russian or Latvian language automatically and vice versa.

3. Change of PIN code

In order to change your PIN code again, please follow the instructions:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key “◀”	0	
2. Press the key “!” two times	CHANGE PIN	
3. Press the key “◀”	ENTER PIN	
4. Enter 5 digits of PIN code	*****	Your PIN code is entered.
5. Press the key “◀”	NEW PIN	In case incorrect PIN code is entered, the screen will display “ WRONG PIN ”
6. Enter your new PIN code	*****	Here you enter your invented PIN code that may consist of any 5 digits, but no 5 similar digits or five consecutive digits
7. Press the key “◀”	WEAK PIN NEW PIN	This indicates that Your PIN-code security is low. Please enter a new PIN-code.
8. Confirm entry of the new PIN code by pressing the key “◀”	CONFIRM	The code chosen by you has been accepted, however you need to confirm your choice of the new code again. - In case the screen shows “ WEAK PIN ”, PIN code does have weak protection at opinion of DIGIPASS, please enter your new PIN code again.
9. Enter your new PIN code chosen again	*****	
10. Press the key “◀”	PIN CHANGED	Your old PIN code has been replaced with your new PIN code chosen by you. DIGIPASS device returns to the initial menu automatically - In case the screen displays “ CHANGE FAIL ”, the code you re-entered is different from that entered before. The screen shows “ NEW PIN ” in a few seconds. Repeat the above described actions.

4. Checking the battery condition of the authorisation device

In case you want to check the battery condition, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key “◀”	0	
2. Press the key “!” five times	BATTERY	
3. Press the key “◀”	REMAINING XX	“XX” - two-digit number shows the remaining battery charge. The maximum value is 99 units.

5. Electronic signature generation

ATTENTION!!! Data you use for electronic signature generation must coincide with those you state in your order to the Bank in all cases. Please strictly observe the following algorithms in filling in your payment orders and calculating electronic signatures.

5.1. Signature generation for the payment order

Please note: if you operate the device in order to sign a document in Citadele online banking, all the parameters for generating the electronic signatures are displayed on the document signature screen!

In order to generate an electronic signature, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key “◀”	0	
2. Press the key “S”	PAYMENT	
3. Press the key “◀”	ENTER PIN	
4. Enter 5 digits of your PIN code	*****	



5. Press the key "◀"	ACCOUNT	You may delete incorrect digit in the account number by pressing the key "C".
6. Enter your account number		The account number with Citadele Bank consists of 21 symbols (IBAN standard). The last 12 digits are used for calculation.
7. Press the key "◀"	CURRENCY	
8. Enter the currency code		3-digit code from the "Currency Codes" Table
9. Press the key "◀"	AMOUNT	
10. Enter the payment amount		Enter the amount up to the decimal point (without cents, copecks, santims...)
11. Press the key "◀"	BENEFICIARY	
12. Enter the last 12 digits of the beneficiary's account number.		<ul style="list-style-type: none"> a) In case the account number consists of 12 digits, enter the account number in full; b) In case the account number consists of more than 12 characters, the last 12 digits are used for calculation; c) In case the account number contains characters that are not digits (letters, slashes, hyphens, etc.), digits only are to be entered. d) In case the account number contains no digits at all, enter "0". <p>For example: 00 099 0000 => 000990000 111222333444555 => 222333444555 11a22b33c44d55e => 1122334455 LV84LACB0000435195001 => 000435195001</p>
13. Press the key "◀", without entering the parameter	K"XX"	The first part of the electronic signature appears automatically, possible value from K00 to K99 ,
14. Press the key "◀" without entering the parameter	"XXXXXXXXXX"	The 10-digit second part of the electronic signature.

5.2. Electronic signature generation for the cash withdrawal order

Please note: if you operate the device in order to sign a document in Citadele online banking, all the parameters for generating the electronic signatures are displayed on the document signature screen!

In order to generate an electronic signature, filling in a Cash Withdrawal Order, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key "◀"	0	
2. Press the key "S"	PAYMENT	
3. Press the key "◀"	ENTER PIN	
4. Enter 5 digits of your PIN code	*****	
5. Press the key "◀"		
6. Enter your account number	ACCOUNT	The account number with Citadele Bank consists of 21 symbols. The last 12 digits are used for calculation.
7. Press the key "◀"	CURRENCY	
8. Enter the currency code		3-digit code from the "Currency Codes" Table
9. Press the key "◀"	AMOUNT	
10. Enter the payment amount		Enter the amount up to the decimal point (without cents, copecks, santims...)
11. Press the key "◀"	BENEFICIARY	
12. Enter the beneficiary information.		Enter all digits of the passport number, driver's licence or identity number
13. Press the key "◀" without entering the parameter	K"XX"	The first part of the electronic signature appears automatically, possible value from K00 to K99 ,
14. Press the key "◀" without entering the parameter	"XXXXXXXXXX"	The 10-digit second part of the electronic signature.

5.3. Completing application for placing term deposit

Please note: if you operate the device in order to sign a document in Citadele online banking, all the parameters for generating the teletronic signatures are displayed on the document signature screen!

In order to generate an electronic signature, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key "◀"	0	
2. Press the key "S"	PAYMENT	
3. Press the key "◀"	ENTER PIN	
4. Enter 5 digits of your PIN code	*****	
5. Press the key "◀"	ACCOUNT	You may delete incorrect digit in the account number by pressing the key "C".



6. Enter your account number		The account number with Citadele Bank consists of 21 symbols. The last 12 digits are used for calculation.									
7. Press the key "◀"	CURRENCY										
8. Enter the currency code		3-digit code from the "Currency Codes" Table									
9. Press the key "◀"	AMOUNT										
10. Enter the payment amount		Enter the amount up to the decimal point (without cents, copecks, santims...)									
11. Press the key "◀"	BENEFICIARY										
12. Enter interest rate		In this field enter the interest rate . Before entering the interest rate, it has to be multiplied by 10 000. <i>Example:</i>									
		<table border="1"> <thead> <tr> <th></th> <th>Interest rate</th> <th>Input number</th> </tr> </thead> <tbody> <tr> <td>a</td> <td>1,7%</td> <td>17000</td> </tr> <tr> <td>b</td> <td>5,25%</td> <td>52500</td> </tr> </tbody> </table>		Interest rate	Input number	a	1,7%	17000	b	5,25%	52500
	Interest rate	Input number									
a	1,7%	17000									
b	5,25%	52500									
13. Press the key "◀", without entering the parameter	K"XX"	The first part of the electronic signature appears automatically, possible value from K00 to K99 .									
14. Press the key "◀" without entering the parameter	"XXXXXXXXXX"	The 10-digit second part of the electronic signature.									

5.4. Making a message of free format

Please note: if you operate the device in order to sign a document in Citadele online banking, all the parameters for generating the electronic signatures are displayed on the document signature screen!

In case you want to send a message to the Bank, search for an amount or perform any other action, you are to send a message of free format to the Bank.

In order to generate an electronic signature for the application of free format, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key "◀"	0	
2. Press the key "S" twice	FREE FORMAT	
3. Press the key "◀"	ENTER PIN	
3. Enter 5 digits of your PIN code	*****	
4. Press the key "◀"	FROM	
5. Enter your account number		The account number with Citadele Bank consists of 21 symbols. The last 12 digits are used for calculation.
7. Press the key "◀" without entering the parameter	K"XX"	The first part of the electronic signature appears automatically, possible value from K00 to K99 .
8. Press the key "◀" without entering the parameter	"XXXXXXXXXX"	The 10-digit second part of the electronic signature.

6. Generation of the authorisation code for entering Citadele online banking Internet account management system

In order to generate an authorisation code for entering *Internet Bank*, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key "◀"	0	
2. Press the key "I"	AUTHORIZATION	
3. Press the key "◀"	ENTER PIN	
3. Enter PIN code digits	*****	
4. Press the key "◀"	6-digit code	Please enter the 6-digit authorisation code in the field "Authorisation code".

7. Testing operation capacity of the authorisation device

In case you have doubts concerning correct operation of DIGIPASS device, please test the device as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the key "◀"	0	
2. Press the key "I" four times	TEST	
3. Press the key "◀"	Serial number of the device (8 digits); in 5-7 seconds a 6-digit test code appears.	Please give the 6-digit code to the Bank operator immediately, who will verify it. The code is valid for 30 min.

CURRENCY CODES

AED (United Arab Emirates Dirham)	784	GBP (British Pound)	826	NZD (New Zealand Dollar)	554
AUD (Australian Dollar)	36	HKD (Hon Kong Dollar)	344	PLN (Polish Zloty)	616



BGN (Bulgarian Lev)	100	HUF (Hungary Forint)	348	RUR (Russian Ruble)	643
BYR (Belarussian Ruble)	974	ILS (Israeli Shekel)	376	SEK (Swedish Krona)	752
CAD (Canadian Dollar)	124	ISK (Iceland Krona)	352	SGD (Singapore Dollar)	702
CHF (Swiss Franc)	756	JPY (Japanese Yen)	392	SKK (Slovak Koruna)	703
CYP (Cyprus Pound)	196	KZT (Kazakhstan Tenge)	398	TRL (Turkish Lira)	792
CZK (Czech Koruna)	203	LTL (Lithuanian Litas)	440	UAH (Ukrainian Hryvna)	804
DKK (Danish Krone)	208	LVL (Latvian Lats)	428	USD (US Dollar)	840
EEK (Estonian Kroon)	233	MDL (Moldovan Leu)	498	UZS (Uzbekistan Sum)	860
EUR (Euro)	978	MTL (Maltese Lira)	470	ZAR (South African Rand)	710
		NOK (Norwegian Krone)	578	Other currencies	0