



<b>Attention!</b>	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 signature – see point 4.
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- ❖ DIGIPASS is an electronic authorisation device used to generate electronic signature, which replace the Customer's signature and seal in Customer's Order in the message to the Bank, as well as for Client's authorization in Citadele Online Banking (authorization code).
- ❖ The Customer may choose his DIGIPASS device with the English and the Latvian language or the English and the Russian language, and may change the language in the device at his/her discretion.
- ❖ Each generated electronic signature can be used only one time. Electronic signatures are calculated on the basis of both essential parameters of the Customer's message and time of generation of the electronic signature.
- ❖ You can check the preciseness of the DIGIPASS timer – see section 4 “Timer Testing”.
- ❖ Electronic signatures for each Order are to be calculated using respective fields of the definite Order.
- ❖ Each DIGIPASS device is authorized for operation with a certain Client's account / accounts in the Bank. Also more than one authorisation device may be used to manage one account or all Customer's accounts.
- ❖ For generation of Citadele Online Banking Authorization codes and electronic signature different DIGIPASS devices can be used, if it is registered in the programme accordingly to Customer's request.
- ❖ A new or an additional authorisation device may be issued on the basis the Customer's application signed thereby, with rights to use one or more Customer accounts.
- ❖ The access to operation with DIGIPASS device is protected by PIN code consisting of five digits. DIGIPASS device can be used only after replacing the initial PIN code, which Client receives at the moment of issue of DIGIPASS. The initial PIN code has to be replace by the Client..
- ❖ DIGIPASS device will be locked after **five** attempts of entering an incorrect PIN code (see section 2 “Warning about an incorrect PIN code”).
- ❖ The Customer shall be responsible for the loss of the authorization device and for non-disclosure of his/her PIN code to other persons.
- ❖ The battery in DIGIPASS device lasts for 3 years. If the token displays “BATTERY FAIL”, the device must be replaced by the Bank.
- ❖ It is forbidden to keep DIGIPASS near a source of electromagnetic fields (for example, close to a mobile phone, loudspeakers, airport security gates etc.).
- ❖ If 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 authorisation device has keys from “0” to “9”, special keys (I, S, ENTER, ON/OFF, CC, F), and LCD screen. Using the “CC” key, the Customer may return to the initial menu “SELECT I S F” and cancel any operation.
- ❖ DIGIPASS is switched on by pressing the key “ON/OFF”. DIGIPASS will switch off after pressing the key “ON/OFF” repeatedly or in 60 seconds unless any key is pressed.
- ❖ By pressing the key “CC”, you can return to the previous action.

### 1. Entering and replacing the initial PIN code

You need to perform these steps once before using the device to generate the electronic signatures.

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

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	<b>INIT PIN</b>	The message indicates that no one has used this device before.
2. Enter the initial PIN code	- - - -	Provided by the Bank.
3. Press the “ENTER” key	<b>NEW PIN</b>	
4. Enter your PIN code	- - - -	Enter your new PIN code that may consist of any 5 digits, except for 5 similar digits or five consecutive digits.
5. Press the “ENTER” key	<b>CONFIRM</b>	The code chosen by you has been accepted. To confirm it, enter <b>your new PIN</b> code again.
	<b>WEAK PIN</b>	New PIN code offers weak protection. The screen displays “ <b>NEW PIN</b> ” in a few seconds. Repeat the actions starting with step 4.
6. Enter your new PIN code again	- - - -	
7. Press the “ENTER” key	<b>PIN CHANGED</b>	Initial PIN code has been replaced with your new PIN code. DIGIPASS device returns to the initial menu automatically.
	<b>PIN CHG FAIL</b>	The code you re-entered is different from that entered before.

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

### 2. Warning about an incorrect PIN code

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	<b>“ENTER PIN”</b>	
2. Incorrect PIN code is entered	<b>“WRONG PIN”</b>	The PIN code you have entered is incorrect. In few seconds a message about the next try will appear on the screen.
	<b>“PIN TRIAL 2 (or 3 or 4)”</b>	The 2nd trial (or the 3 <sup>rd</sup> or 4 <sup>th</sup> ). If the DIGIPASS device is switched off after an incorrect PIN code was entered, the message on the screen will appear again after switching the device on.
3. After switching on DIGIPASS, press the key “Enter”	<b>“ENTER PIN”</b>	Enter PIN code
4. The PIN code is entered incorrectly for the 4 <sup>th</sup> time.	<b>“LAST PIN TRY”</b>	Warning about the last attempt to enter PIN code.
5. The PIN code is entered incorrectly for the 5 <sup>th</sup> time.	<b>“UNLOCK CHALL nnnnnn”</b>	Your DIGIPASS device is locked. Nnnnnn is six digits code, which you have to deliver to the Bank. This message will continuously appear on the screen after switching on the device until the device is unlocked. In order to unlock the DIGIPASS device, you have to come to the Bank and bring your DIGIPASS device with you.



### 3. Changing the language

DIGIPASS device language may only be changed after the Customer has changed the initial PIN code of DIGIPASS device.

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “F” key four times	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.
5. Press the “ENTER” key	SELECT I S F	The English language changes to the Russian or Latvian language and vice versa.

### 4. Timer testing

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “F” key twice	GMT DATE dd.mm.yyyy	Date by Greenwich Mean Time (day, month, year)*
5. Press the “F” key once again	GMT DATE hh.mm	Time by Greenwich Mean Time (hours, minutes)*
6. Press the “CC” key	SELECT I S F	

\* In summer Riga’s time differs by 3 hours, in winter – by 2 hours. Authorization code for entering Citadele Online Banking is valid for 30 minutes, i.e., if device’s time plus 3 hours in summer (or 2 hours in winter) differs for more than 30 minutes from Riga’s time, the device cannot be used for generating Citadele Online Banking authorization code. It is necessary to replace the device.

### 5. Changing the PIN code

In order to change your PIN code again, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter old PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “F” key	CHANGE PIN	
5. Press the “ENTER” key	NEW PIN	
6. Enter your <b>new</b> PIN code digits	-----	Here you enter your invented PIN code that may consist of any 5 digits, except for 5 similar digits or five consecutive digits.
7. Press the “ENTER” key	CONFIRM	You need to confirm your new PIN code.
	WEAK PIN	New PIN code offers weak protection. You have to replace it with another PIN code. The screen shows “NEW PIN” in a few seconds. Repeat the actions starting with step 6.
8. Enter your new PIN code again	-----	
9. Press the “ENTER” key	PIN CHANGED	Your old PIN code has been replaced with your new PIN code. DIGIPASS device returns to the initial menu automatically.
	PIN CHG FAIL	The code you re-entered is different from that entered before.

### 6. Generating electronic signatures

**ATTENTION!!!** In all cases data you use for electronic signature generation must coincide with that you specify in your order to the Bank. Please strictly observe the following algorithms in filling in your payment orders and calculating test keys.

#### 6.1. Generating electronic signature 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 electronic signatures, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “S” key	PAYMENT	
5. Press the “ENTER” key	ACCOUNT	You may delete incorrect digit in the account number by pressing the key “CC”.
6. Enter your account number		The account number with “Citadele banka” consists of 21 characters (IBAN standard). The last 12 digits are used for



		calculation.
7. Press the “ENTER” key	<b>CURRENCY</b>	
8. Enter the currency code		3-digit code from the “Currency Codes” Table.
9. Press the “ENTER” key	<b>AMOUNT</b>	
10. Enter the payment amount		Enter the amount up to the decimal separator (without cents, copecks, santims etc.)
11. Press the “ENTER” key	<b>BENEFICIARY</b>	
12. Enter the last 12 digits of the beneficiary's account number.		<ul style="list-style-type: none"> <li>a) In case the account number consists of 12 digits, enter the account number in full;</li> <li>b) In case the account number consists of more than 12 characters, the last 12 digits are used for calculation;</li> <li>c) In case the account number contains characters that are not digits (letters, slashes, hyphens, etc.), digits only are to be entered.</li> <li>d) In case the account number contains no digits at all, enter “0”.</li> </ul> <p>For example:  00 099 0000 =&gt; 000990000  111222333444555 =&gt; 222333444555  11a22b33c44d55e =&gt; 1122334455  LV84LACB0000435195001 =&gt; 000435195001</p>
13. Press “ENTER” the key	<b>KEY 1 “XX”</b>	The first part of the electronic signature appears automatically, possible value from <b>00</b> to <b>99</b> .
14. Press the “ENTER” key without entering the parameter	<b>KEY 2 “XXXXXXXXXX”</b>	The 10-digit second part of the electronic signature. Please write down or otherwise record both parts of the electronic signature, as these will disappear after DIGIPASS is idle for more than 60 seconds.

### 6.2. Generating electronic signature for 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 electronic signatures, filling in a Cash Withdrawal Order, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “S” key	PAYMENT	
5. Press the “ENTER” key		
6. Enter your account number	<b>ACCOUNT</b>	The account number with “Citadele banka” consists of 21 characters (IBAN standard). The last 12 digits are used for calculation.
7. Press the “ENTER” key	<b>CURRENCY</b>	
8. Enter the currency code		3-digit code from the “Currency Codes” Table.
9. Press the “ENTER” key	<b>AMOUNT</b>	
10. Enter the payment amount		Enter the amount up to the decimal separator (without cents, copecks, santims etc.)
11. Press the “ENTER” key	<b>BENEFICIARY</b>	
12. Enter the beneficiary information.		Enter all digits of the passport number, driver's licence or identity number.
13. Press the “ENTER” key	<b>KEY 1 “XX”</b>	The first part of the electronic signature appears automatically, possible value from <b>00</b> to <b>99</b> .
14. Press the “ENTER” key without entering the parameter	<b>KEY 2 “XXXXXXXXXX”</b>	The 10-digit second part of the electronic signature. Please write down or otherwise record both parts of the electronic signature, as these will disappear after DIGIPASS is idle for more than 60 seconds.

### 6.3. Generating electronic signature for application of 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 electronic signatures are displayed on the document signature screen!

In order to generate electronic signatures, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “S” key	PAYMENT	
5. Press the “ENTER” key	ACCOUNT	



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 “ENTER” key	<b>CURRENCY</b>										
8. Enter the currency code		3-digit code from the “Currency Codes” Table									
9. Press the “ENTER” key	<b>AMOUNT</b>										
10. Enter the payment amount		Enter the amount up to the decimal point (without cents, copecks, santims etc.)									
11. Press the “ENTER” key	<b>BENEFICIARY</b>										
12. Enter interest rate		In this field enter the <b>interest rate</b> . Before entering the interest rate, it has to be multiplied by 10 000. <i>Example:</i>									
		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Interest rate</th> <th style="text-align: center;">Input number</th> </tr> </thead> <tbody> <tr> <td>a</td> <td style="text-align: center;">1,7%</td> <td style="text-align: center;">17000</td> </tr> <tr> <td>b</td> <td style="text-align: center;">5,25%</td> <td style="text-align: center;">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 “ENTER” key	<b>KEY 1 “XX”</b>	The first part of the electronic signature appears automatically, possible value from <b>00</b> to <b>99</b> .									
14. Press the “ENTER” key without entering the parameter	<b>KEY 2 “XXXXXXXXXX”</b>	The 10-digit second part of the electronic signature. Please write down or otherwise record both parts of the electronic signature, as these will disappear after DIGIPASS is idle for more than 60 seconds.									

### 6.4. Generating electronic signature for free format message

**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, make currency exchange, search for an amount or perform any other action, you are to send a message of free format to the Bank. The exception is when using Citadele Online Banking – vast majority of banking operations have its own specific forms to be submitted via Citadele Online Banking system.

In order to generate electronic signatures for the free format message, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “S” key twice	FREE FORMAT	
5. Press the “ENTER” key	FROM	
6. Enter your account number		The account number with “Citadele banka” consists of 21 characters (IBAN standard). The last 12 digits are used for calculation.
7. Press the “ENTER” key	<b>KEY 1 “XX”</b>	The first part of the electronic signature appears automatically, possible value from <b>00</b> to <b>99</b> .
8. Press the “ENTER” key without entering the parameter	<b>KEY 2 “XXXXXXXXXX”</b>	The 10-digit second part of the electronic signature. Please write down or otherwise record both parts of the electronic signature, as these will disappear after DIGIPASS is idle for more than 60 seconds.

### 7. Generating an authorisation code for entering Citadele Online Banking

In order to generate an authorisation code for entering Citadele Online Banking, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “I” key	CODE 6-digit code	Please enter the 6-digit authorisation code in the “Authorisation code” field.

### CURRENCY CODES

<b>AED</b> (United Arab Emirates Dirham)	784	<b>GBP</b> (British Pound)	826	<b>NZD</b> (New Zealand Dollar)	554
<b>AUD</b> (Australian Dollar)	36	<b>HKD</b> (Hon Kong Dollar)	344	<b>PLN</b> (Polish Zloty)	985
<b>BGN</b> (Bulgarian Lev)	975	<b>HUF</b> (Hungary Forint)	348	<b>RUR</b> (Russian Ruble)	643
<b>BYR</b> (Belarussian Ruble)	974	<b>ILS</b> (Israeli Shekel)	376	<b>SEK</b> (Swedish Krona)	752
<b>CAD</b> (Canadian Dollar)	124	<b>ISK</b> (Iceland Krona)	352	<b>SGD</b> (Singapore Dollar)	702
<b>CHF</b> (Swiss Franc)	756	<b>JPY</b> (Japanese Yen)	392	<b>SKK</b> (Slovak Koruna)	703
<b>CYP</b> (Cyprus Pound)	196	<b>KZT</b> (Kazakhstan Tenge)	398	<b>TRL</b> (Turkish Lira)	792
<b>CZK</b> (Czech Koruna)	203	<b>LTN</b> (Lithuanian Litas)	440	<b>UAH</b> (Ukrainian Hryvna)	980
<b>DKK</b> (Danish Krone)	208	<b>LVL</b> (Latvian Lats)	428	<b>USD</b> (US Dollar)	840
<b>EEK</b> (Estonian Kroon)	233	<b>MDL</b> (Moldovan Leu)	498	<b>UZS</b> (Uzbekistan Sum)	860
<b>EUR</b> (Euro)	978	<b>MTL</b> (Maltese Lira)	470	<b>ZAR</b> (South African Rand)	710
		<b>NOK</b> (Norwegian Krone)	578	<b>Other currencies</b>	0