



FAST AND EASY  
BANKING

## Getting Started Aruba Bank App®



# Aruba Bank App®

Personal Banking and Corporate Banking customers

Arubabank®

# Aruba Bank App<sup>®</sup>

## Personal Customers

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### Getting Started

#### User Name

Before you can get started with the Aruba Bank App<sup>®</sup>, you will need to have your User Name available. You will receive your User Name when you sign up and become a New Aruba Bank Customer.

In order to use the **Aruba Bank App<sup>®</sup>**, you must have an Aruba Bank account and **User Name**. If you do not have an Aruba Bank account, please visit [www.arubabank.com](http://www.arubabank.com) and complete the “New Customer” online application.

#### Forgot your User Name?

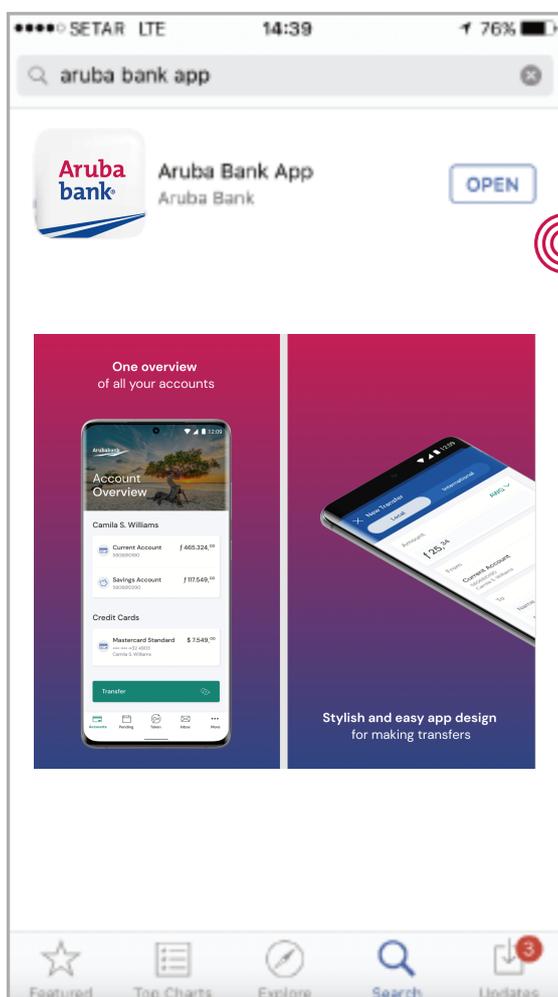
If you have forgotten your Aruba Bank User Name, please call our Contact Center at (297) 527-7777 or email us at [info@arubabank.com](mailto:info@arubabank.com) for assistance.

## Step 1 Install the Aruba Bank App®



Search for the Aruba Bank App®

The Aruba Bank App®  
is available for iOS and Android platforms.

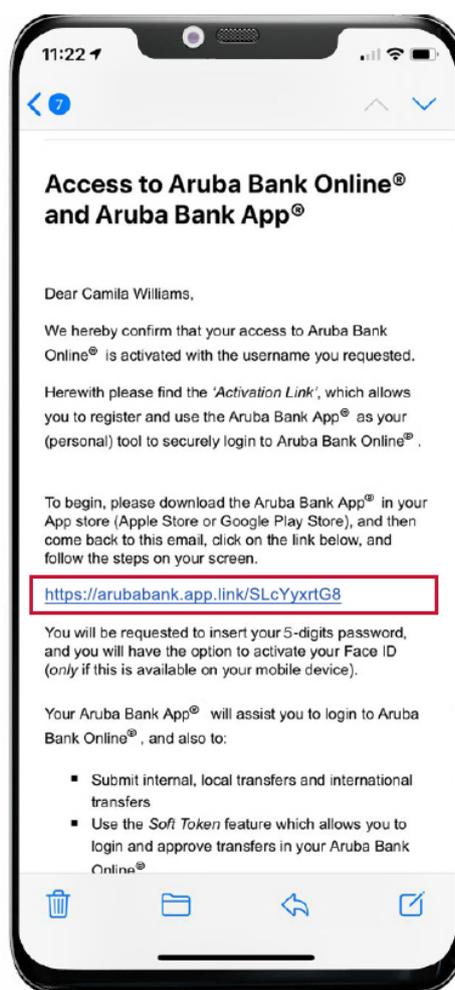


Download the App

**IMPORTANT:** The Aruba Bank App® is compatible with all devices running iOS versions 14.0 or higher and Android version 6.0 or higher.

## Step 2 Get your Activation Link

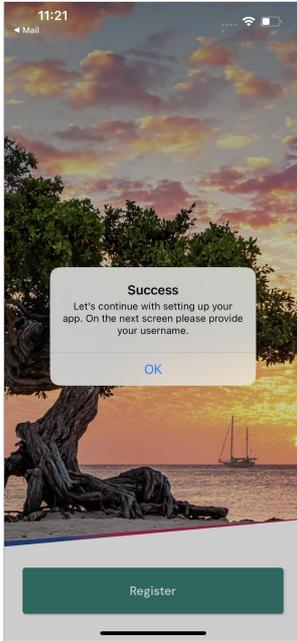
- 1 Using your **Mobile device**, go to your email box. Your **Activation Link** is sent to the email which you have registered at Aruba Bank for your Online Banking (double check in your email Junk box).
- 2 Using your Mobile device, click on the **Activation Link**. This link will lead you directly to the activation of your **Aruba Bank App**®.



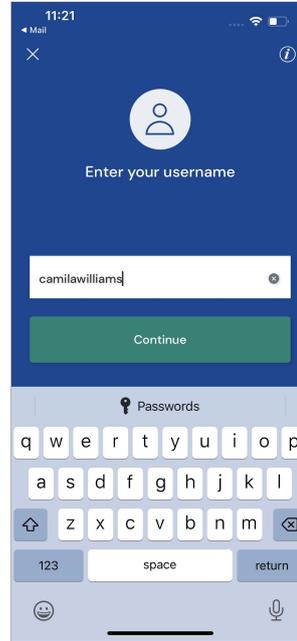
**Important:** Your "Activation Link" is linked to your personal account, and serves to authenticate you as an Aruba Bank customer to the App. Therefore, it must remain highly confidential.

## Step 3 Register your mobile device

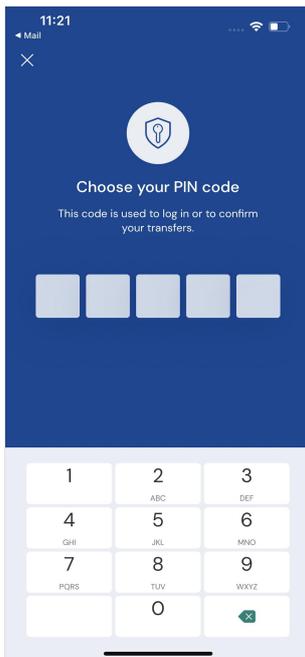
Once you have clicked on the link, it will open the following screens on your Mobile device.



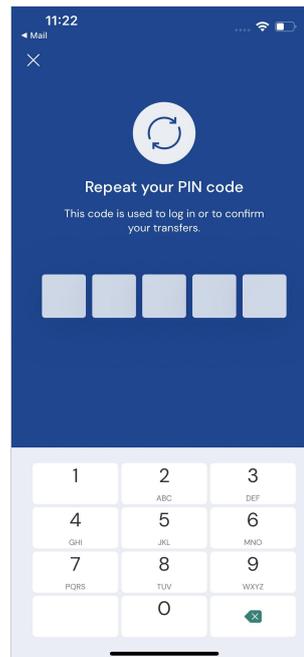
Click "OK".



Insert your User Name, Customer ID or (Sub) User ID and click "Continue".



Choose your 5-digits PIN code and repeat your PIN code.

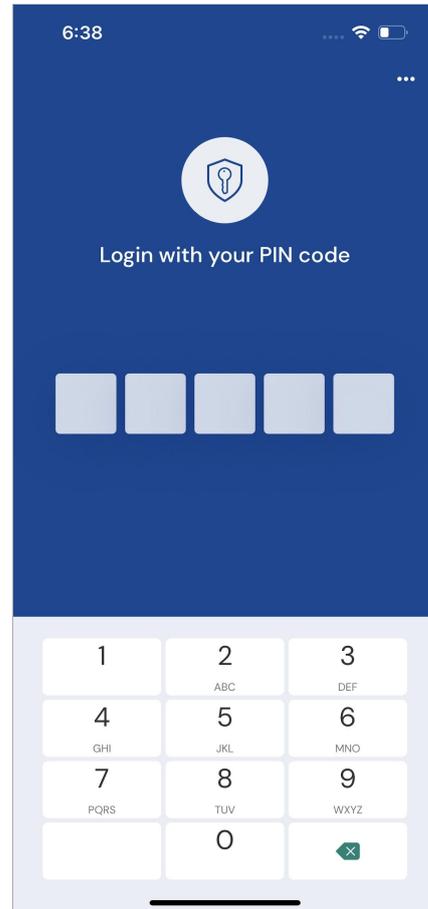
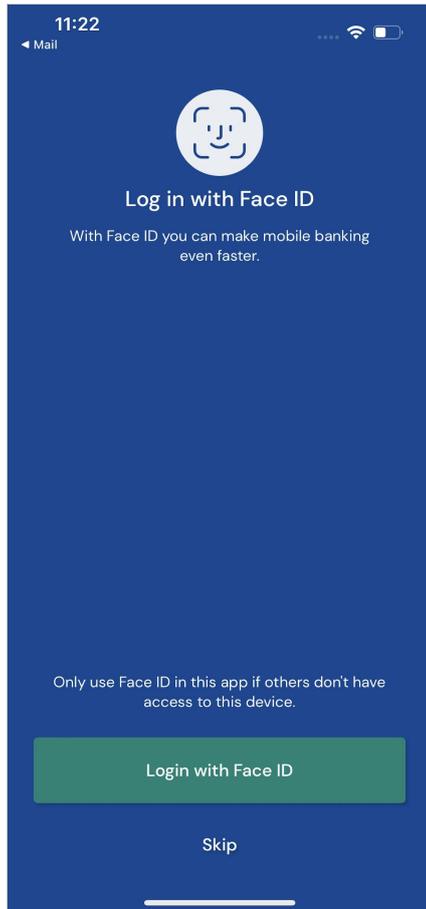


Repeat your PIN code

## Step 4 Install your Face ID and Touch ID

- Opt-in to activate your Face and Touch ID (if available on your device)
- And start enjoying your Aruba Bank App®!

Note: in the App settings you can opt to set your Aruba Bank App® to **Light or Dark Mode (if available on your device)**.



Next time you log in, you can opt to Login with either your PIN, Touch ID or with your Face ID.

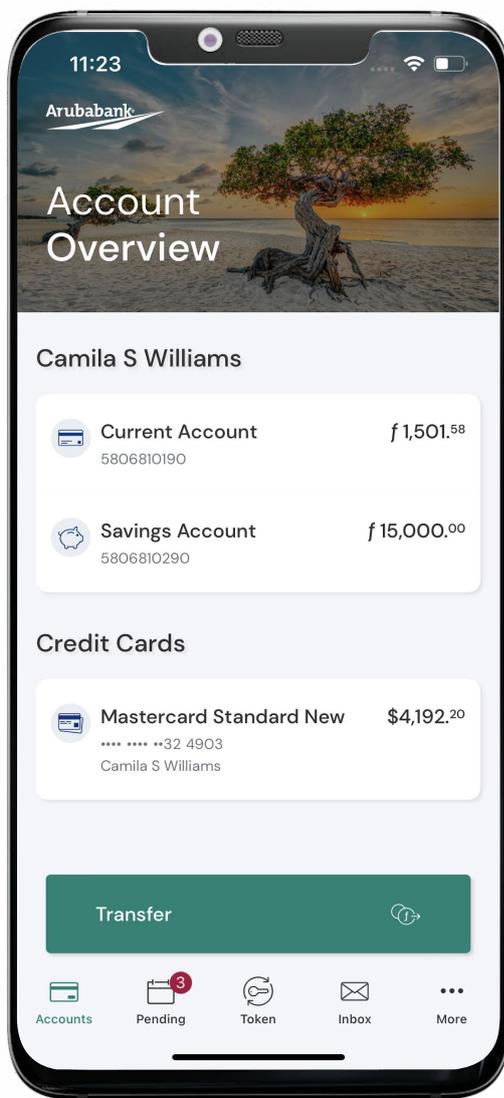
You can now start enjoying your Aruba Bank App®!

## How to use the Aruba Bank App®

The **Aruba Bank App®** is especially designed for you, while you are on-the-go. You can manage all your banking needs efficiently, and at your convenience.

Once logged in, you will immediately get an overview of all your Aruba Bank Portfolios and Accounts.

## Aruba Bank App® Home Screen



### From the Home Screen, you can:

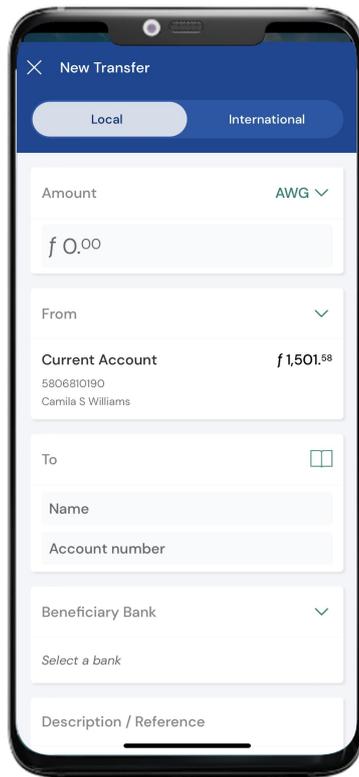
- See an overview of all your Portfolios and Accounts
- Check your account balance

Simply press on one of the accounts to view the details of that account.

To conduct a transfer, simply **press** the transfer button.



## How to conduct a transfer



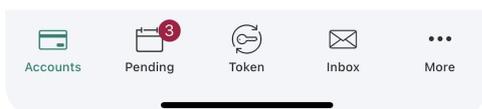
Fill in all the necessary fields and details to conduct either a Local or an International Transfer.

For your convenience, when creating a Transfer, you can use the Address Book available for easy Bill Payment (company templates are available based on their criteria).

In this Address Book you will also find your Personal Address Book (you can add more payees to this list).

## Aruba Bank App® main menu

Notice the **Aruba Bank App®** menu is located all the way at the bottom of your screen.



With the Aruba Bank App®, you can do more than simply check your account details and conduct transfers.

### From the Main Menu, you can:

**Pending:** View all your transfers that are awaiting approval. You can **Approve, Decline or Delete** a Pending Transfer.

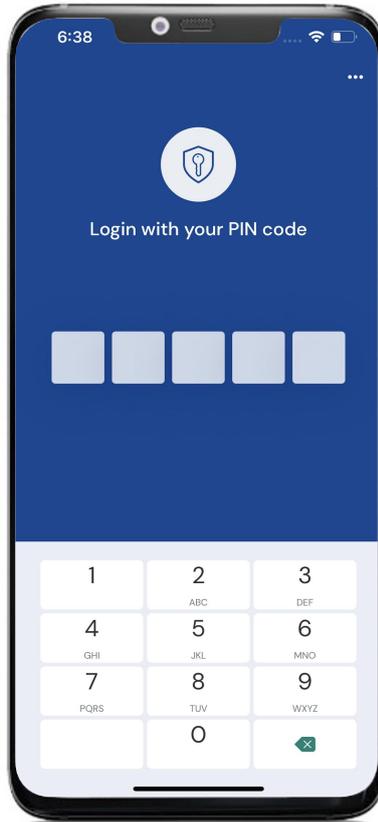
You can also view your **Standing Orders** in this section of the Aruba Bank App®. To edit your Standing Orders or create a new Standing Orders, please log on to Aruba Bank Online®.

**Token:** This is your Soft Token, your trusted login and approvals tool (Token).

Click on Token icon in the menu and generate security codes to:

**Login code:** Use this code to access **Aruba Bank Online®** on your Desktop

**Transfer approval code:** Use this code to generate your approval code for your transfer requests in **Aruba Bank Online®**



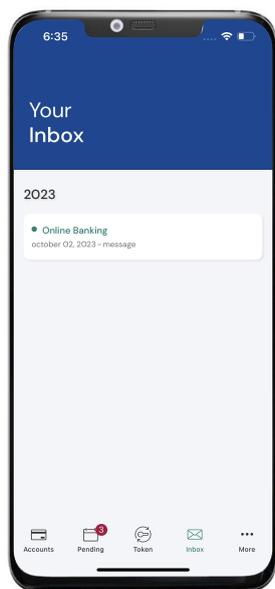
**To generate a Secure Login code:**

1. Click on Login code and enter your 5-digit PIN code.
2. The **Aruba Bank App®** will automatically generate and provide your login code for **Aruba Bank Online®**

**To generate a secure Transfer Approval code:**

1. Click on Transfer approval code and enter the **8-digit security code** provided on your **Aruba Bank Online®** transfer approval screen.
2. Enter your **5-digit PIN code**.

The **Aruba Bank App®** will automatically generate and provide your code to approve one or more transfers, based on your choice.



**Inbox:** Click **Inbox** to view new important and relevant notifications from Aruba Bank N.V. related to your account(s).



**More:** Click on **More** to:

- Manage your Account Settings
- Manage your Bank Cards

**Here you can:**

- Submit a Travel Notice to make sure your Aruba Bank Cards are enabled for usage while abroad.
- Block a card.

**You can also:**

- Manage your Address Book
  - View up-to-date Exchange Rates
  - Manage your App Settings (you can enable your Face ID or Touch ID if your device allows it, you can manage app notifications, and change between app theme options available)
  - Disconnect your device.
- Click on Log out to log out of the Aruba Bank App®.

Please visit [www.arubabank.com](http://www.arubabank.com) to view Tutorial Videos on the different features available in the Aruba Bank App®.



**Aruba Bank N.V.**

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