



User Migration Guidelines for KentPro Mobile Banking

Contact Center

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Working hours: 08:00h -17:00h

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Introduction

Migration enables the secure activation of the new **KentPro** mobile banking application, using the already active mobile token within the old Kentbank mobile app to confirm the client's identity. The entire process is carried out directly on the mobile device, without the need to visit a branch.

Migration Deadline

Migration to the new KentPro mobile application must be completed no later than 01.10.2025.

After this date, access to the old Kentbank application will be permanently disabled. Once the deadline has expired, migration will only be possible by visiting a Bank branch. If the migration is not completed by the specified deadline, access to mobile banking will not be possible until the new KentPro application is activated.

IMPORTANT:

To complete the migration, **it is necessary to have the old Kentbank application installed and active on your device.**

It is a key prerequisite for migrating to the new KentPro application without visiting a branch, so **you must not uninstall it** until the migration process has been fully completed.

Installing the KentPro Application

Install the KentPro application on your mobile device:

Android users:

- Open **Google Play Store**
- Search for **KentPro**
- Tap ***Install or Download***

iOS users (iPhone/iPad):

- Open **App Store**
- Search for **KentPro**
- Tap ***Install or Download***

Important: Before starting the migration, make sure that:

- You have a stable internet connection
- The **old Kentbank application** is installed and active on your device

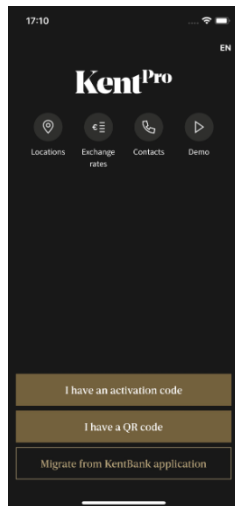
Migration Steps

1. Open the new **KentPro** application

The Home screen will be displayed with the following options:

- I have an activation code
- I have a QR code
- Migrate from Kentbank application

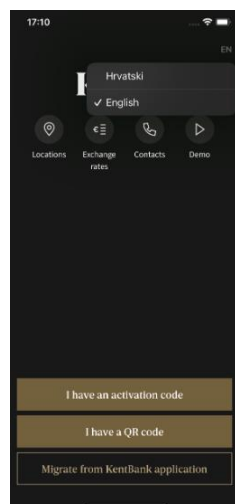
Tap the button “**Migrate from Kentbank application**”.



IMPORTANT NOTICE BEFORE CONTINUING!

If you are using an **iPhone (iOS)**, please pay attention to **the language you select within the KentPro application** (located in the upper right corner of the home screen), because this language will also be used for **security notifications (push notifications)** that you receive when:

- Logging in to Internet Banking (IB)
- Confirming and authorizing payments in IB
- Accessing the e-Citizens system
- Making online payments

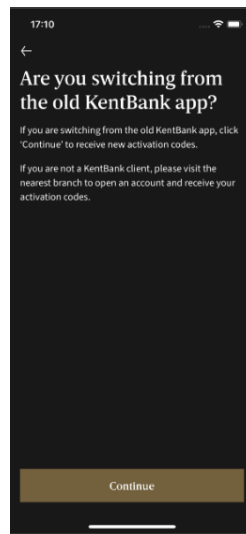


That language selection **will not change automatically later**, even if you change the language of the device or the application. If you wish to change the language of security notifications at a later stage, you will need to reactivate the application with the new language settings.

On **Android devices**, the language of security notifications **automatically** follows the language of the device or the application, without the need for reactivation.

2. Welcome Screen – Confirmation of Intent

- *Are you switching from the old Kentbank app?*
- Tap the “**Continue**” button.

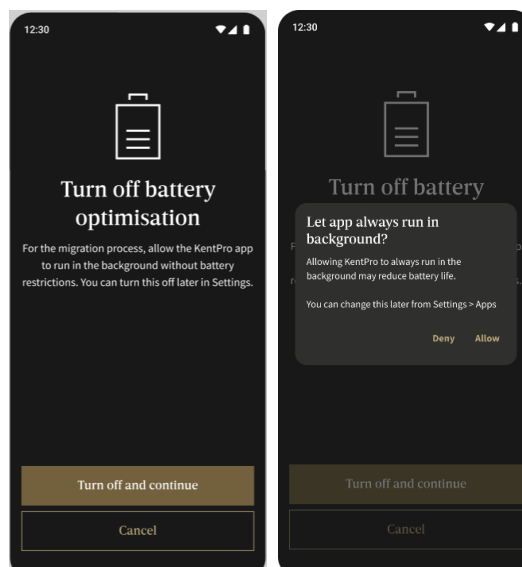


3. Terms of Use for the KentPro Application

- Please read the Terms of Use of the application. Once you have scrolled through the entire document, the “**Accept**” button will become available.
- Tap the “**Accept**” button.

4. Battery Optimization

- Android users will see two additional screens with notifications about battery optimization.

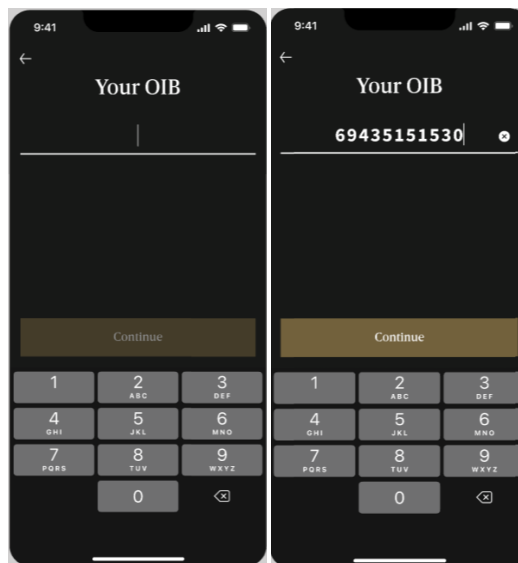


- For the migration to be successful, you need to allow the KentPro application to run in the background without restrictions and **accept the suggested changes**.
- You can turn this option back on later in your device settings, but during migration you need **confirm the disabling of battery optimization**.

IMPORTANT: This applies only to Android users.

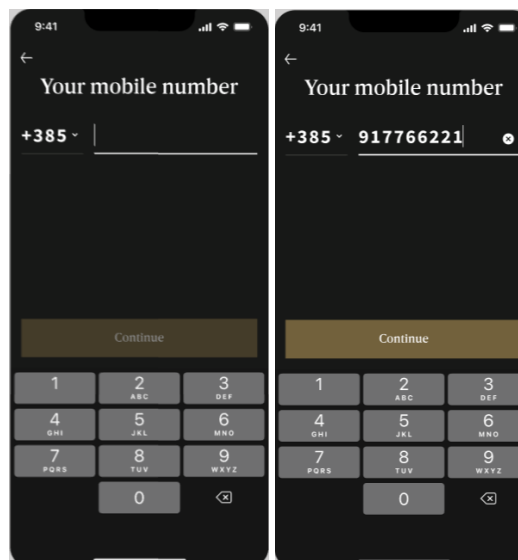
5. Enter your OIB

- Enter your Personal Identification Number (PIN). As long as the PIN you enter is not valid or correct, a warning message *Invalid OIB* will be displayed below the entry field..
- Tap the “**Continue**” button.



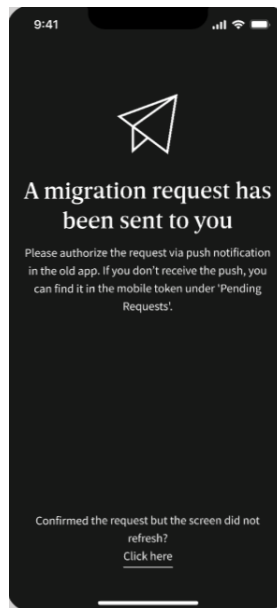
6. Enter your mobile phone number

- Enter the mobile number registered with the Bank. If the number is not valid, the message *Invalid mobile number* will appear.
- Tap “**Continue**”.



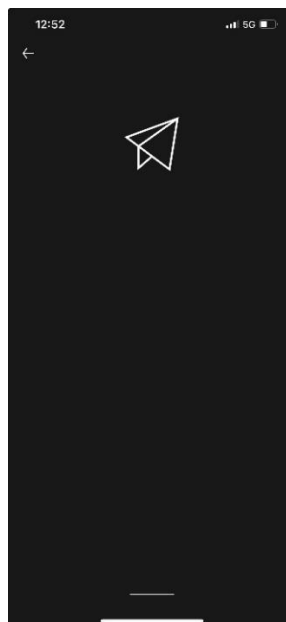
7. Migration request information

- After entering your data, a screen will appear confirming that the migration request has been sent.



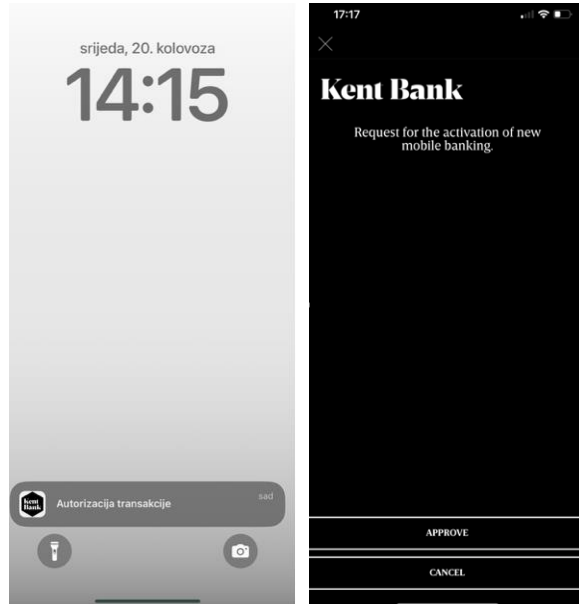
No action is required on this screen. Do not close the application or refresh the page. Leave the new application open in the background while you open the old Kentbank application either by tapping its icon on your mobile device or by clicking on the push notification.

Note: In certain cases, a blank screen without text may appear due to loading issues. Regardless of this, the request will be delivered and you can check it at any time in the Mobile Token under *Pending Requests*.

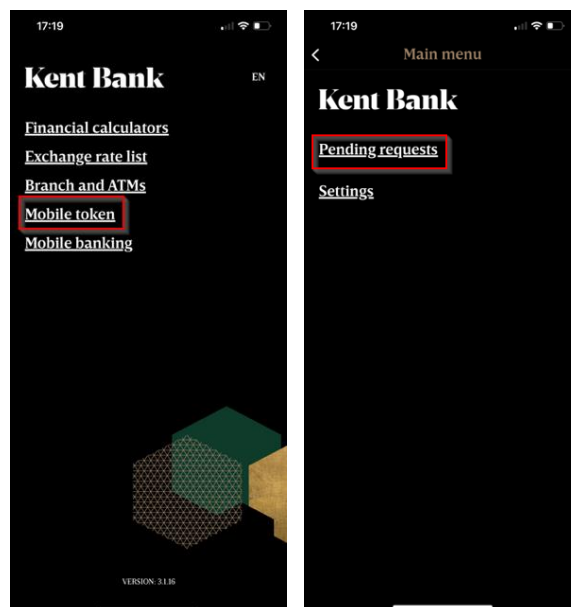


8. Confirming the request in the old Kentbank mobile banking application

- You will receive a **push notification** that will take you directly **to the request in the mobile token** within the old Kentbank application.
- After tapping the push notification, a screen will open with the text ***Request for activation of the new mobile banking***. At the bottom, you will see the buttons ***Accept*** and ***Cancel***.
- Tap the **“Approve”** button.



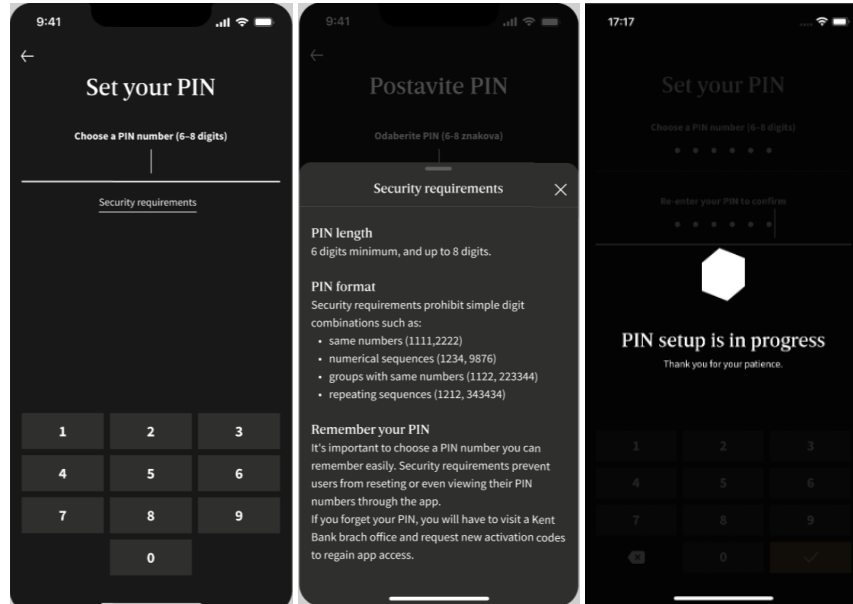
If for any reason you do not receive the push notification, you can find the request in the Mobile Token section, under Pending Requests.



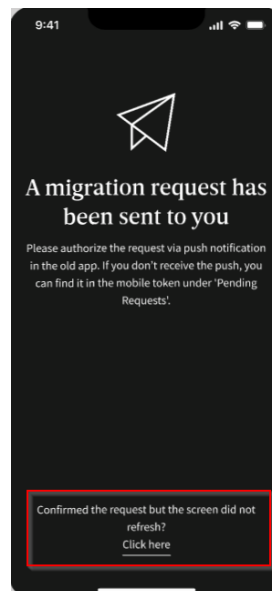
9. Returning to the new KentPro mobile application - Setting up your PIN

Return to the KentPro application. **The screen for setting up your PIN will appear.** Choose a PIN that you will use for login and transaction authorization.

Follow the instructions regarding the security requirements for PIN strength. Never share your PIN with anyone.



If you return to the KentPro application and the screen remains the same (step 7), try refreshing it by tapping **“Click here.”**



If the screen for setting up the PIN still does not appear, check whether you can log in to the old Kentbank mobile application. If logging into the old Kentbank application is no longer possible, this means that the token has been deactivated and the activation of the new mobile application was not successful.

To activate the new mobile application, you will need to visit a Bank branch to obtain new activation codes, or you can contact the Bank's Customer Support at 0800 0006.

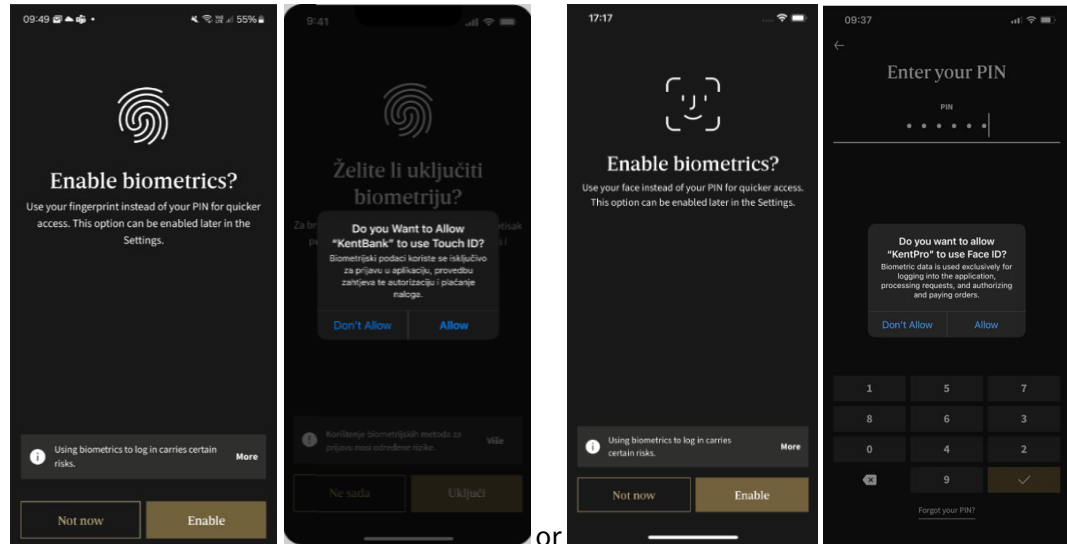
10. Additional settings (biometrics and notifications)

After successfully setting up your PIN, the next screens will offer you additional settings.

- **Do you want to use biometric authentication?**

Enable login with fingerprint or face recognition.

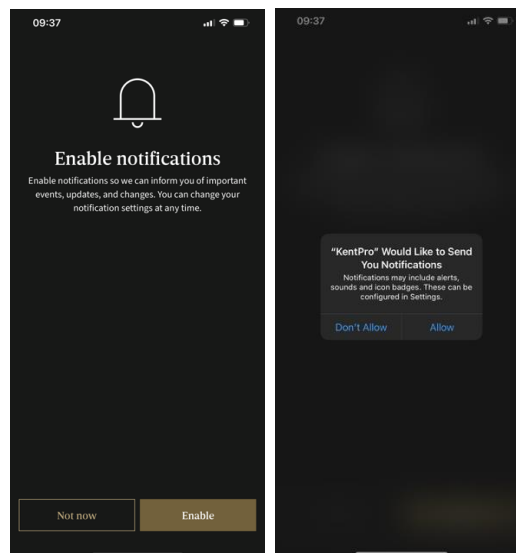
By tapping the buttons **“Not now”** or **“Enable”**, you can choose one of the available options.



- **Do you want to receive notifications?**

Activate push notifications to receive information about transactions and security events.

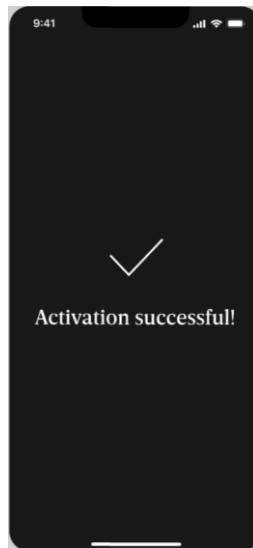
By tapping the buttons **“Not now”** or **“Enable”**, you can choose one of the available options.



After completing the additional settings (biometrics and notifications), a message will appear on the screen confirming the successful activation of the new KentPro mobile application.

11. Successful activation

After successful activation, you will receive the message ***“You have successfully activated the KentPro application!”*** Welcome to the new generation of mobile banking.



Possible errors

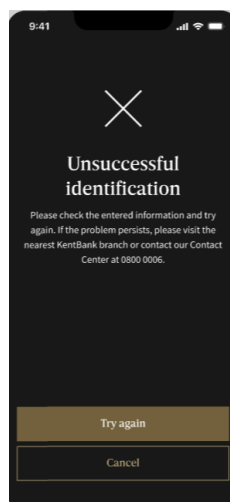
1. Unsuccessful identification

Unsuccessful identification.

Please check the data you have entered and try again.

The PID and/or mobile phone number do not match the information in the system. Enter your correct data and try again.

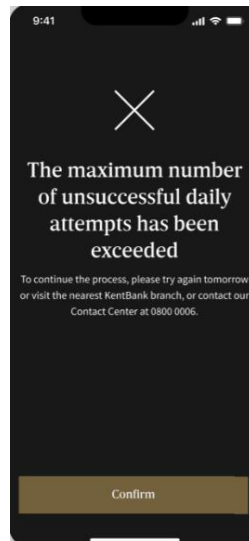
Buttons: Try again / Cancel



If the problem persists, please visit the nearest Bank branch or contact the Contact Center at 0800 0006.

2. Exceeded number of attempts

The maximum number of unsuccessful daily attempts to activate the new mobile application has been exceeded.



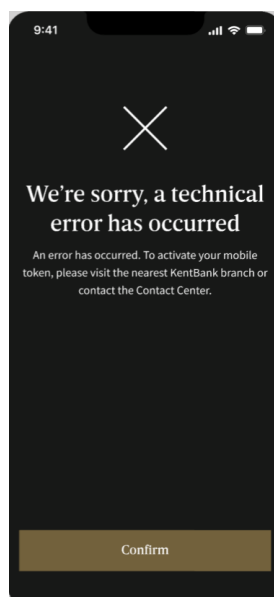
If you have entered incorrect data three times, you can try again tomorrow with the correct information. To continue the process, *please try again the next day or visit the nearest Bank branch, or contact the Contact Center at 0800 0006.*

3. Technical error

If the message ***“We’re sorry, a technical error has occurred”*** appears on your screen, this means that a system error has occurred.

Check if you can log in to the old Kentbank mobile application. If logging in to the old Kentbank app is no longer possible, this means that the token has been deactivated and the activation of the new mobile application was not successful.

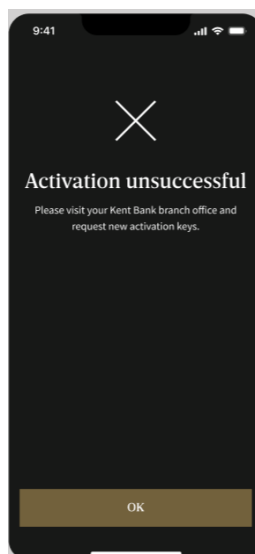
To activate the new mobile application, you will need *to visit a Bank branch to obtain new activation codes or contact the Contact Center at 0800 0006.*



4. Unsuccessful activation after PIN

Unsuccessful activation.

The activation code is invalid or was not processed correctly.



Please visit a Bank branch and request new activation codes, or contact the Contact Center at 0800 0006.

What happens to the old Kentbank application?

After successfully activating the new **KentPro** mobile application, the **old Kentbank application will automatically stop working.**

- You will **no longer be able to log in to the old Kentbank mobile application.**
- All functionalities (accounts, cards, payments, order signing, templates, etc.) will be available in the new KentPro mobile application.
- The old application is **no longer needed** and should be **uninstalled** from your mobile device.