

ATMs

We'll help you click



ATMs ***Bankbook update***

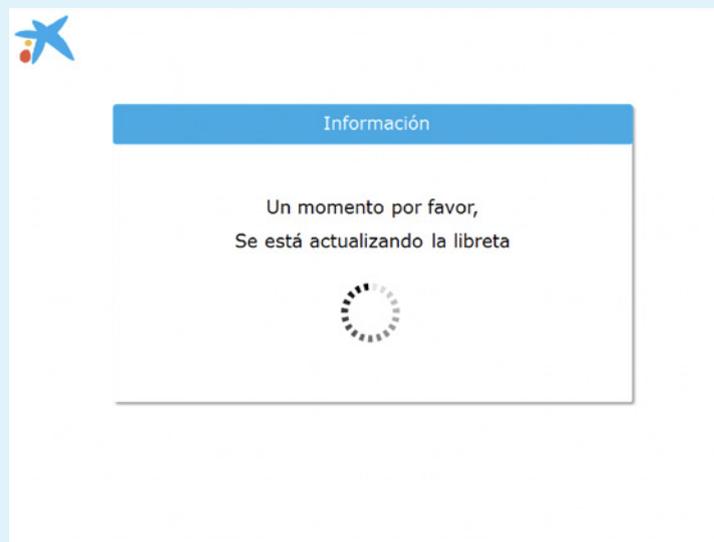
We'll help you click

How can I update my bankbook using an ATM?

At CaixaBank we'll help you click to update your bankbook easily and effortlessly.



- 1.** Just put your bankbook into the ATM. On the screen you will see that it starts to update automatically.



2. If you don't want to do another transaction, just click "Exit" and take your bankbook from the ATM. Quick, isn't it?



We'll help you click, making it easier than ever.

Remember that you get great benefits from doing your day-to-day transactions using our remote channels.

- + **Independence:** you won't have to rely on anyone else.
- + **Convenience:** you don't have to go into the branch.
- + **Speed:** you avoid queues and waiting.
- + **Availability:** you have access whenever and wherever you like, 24 hours a day, 7 days a week.

And a manager is always there for you when you need them.



ATMs

Withdrawals

We'll help you click

How do I get cash out of the ATM?

At CaixaBank we'll help you click so you can get cash out without having to go to the cash desk. You do it yourself at the ATM.



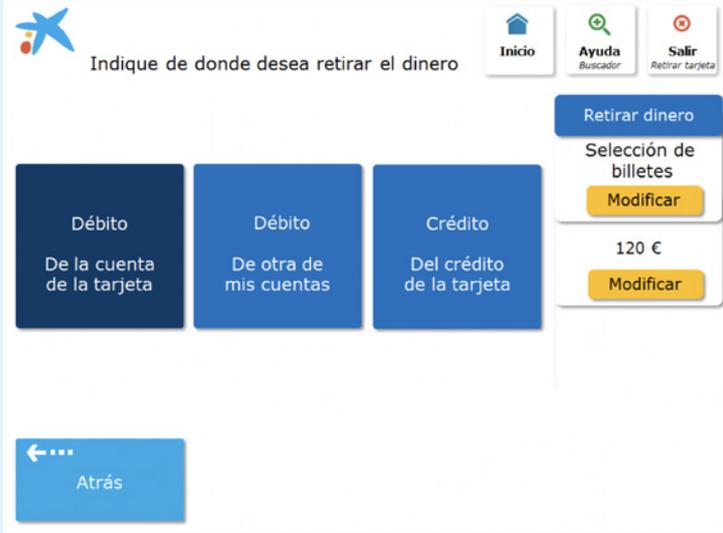
1. All you need to do is put your bankbook or card into the ATM. Then this screen will appear with various options. You can enter the amount you want in the box marked for it.



2. Then different amounts will appear so you can choose the one you want.



3. Now that you've selected the amount you want, you need to tell us which account you want to withdraw the cash from.



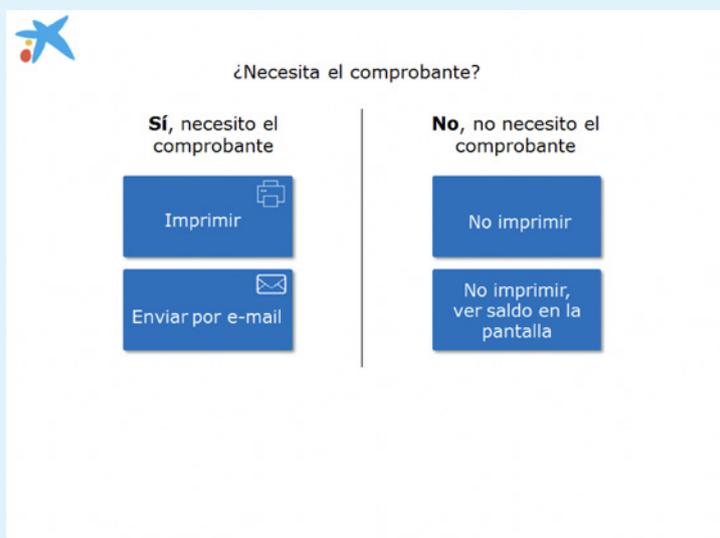
The screenshot shows a mobile banking interface. At the top left is a blue star logo. The main heading is "Indique de donde desea retirar el dinero". On the right, there are three icons: "Inicio" (Home), "Ayuda Buscador" (Help Search), and "Salir Retirar tarjeta" (Exit Withdraw card). Below the heading are three blue buttons: "Débito De la cuenta de la tarjeta", "Débito De otra de mis cuentas", and "Crédito Del crédito de la tarjeta". To the right of these buttons is a vertical menu with "Retirar dinero" at the top, followed by "Selección de billetes" and a yellow "Modificar" button. Below that, it shows "120 €" and another yellow "Modificar" button. At the bottom left, there is a blue button with a back arrow and the text "Atrás".

4. This is the point where you need to enter your secret PIN number. If you don't remember it, you can ask for it at your branch.



The screenshot shows a mobile banking interface for PIN entry. At the top left is a blue star logo. At the top right is a "Salir Retirar tarjeta" button. The main heading is "Teclee su número personal (PIN)". Below the heading is the text "Por su seguridad, evite teclearlo a la vista de otras personas". In the center, there is a small white input field above an illustration of two hands typing on a keypad. At the bottom, there is the text "En caso de no recordar su número secreto, debe solicitarlo en una oficina".

5. Do you want a receipt? If you do, you have two options. Click on “Print” so that the ATM prints it automatically, or “Send by email” and we’ll send it to your email address. If you don’t want a receipt, click “Don’t print”.



6. All you have to do now is take your bankbook or card and your cash.



As you can see, you’ve clicked!

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+ Convenience: you don’t have to go into the branch.

+ Speed: you’ll avoid queues and waiting.

+ Availability: you have access whenever and wherever you like, 24 hours a day, 7 days a week.

And a manager is always there for you when you need them.



ATMs

Payments and Taxes

We'll help you click

How do I make payments and pay taxes using the ATM?

At CaixaBank we'll help you click to pay taxes, fines or other payments easily and effortlessly.



1. Just put your bankbook or card into the ATM. Then you will see this screen with the available options. You should mark the "Payments and taxes" box.



2. Now select "Bar code payments".



3. Enter your secret number/PIN. If you don't remember it, you can ask for it at your branch.



4. Then put the document with the bar code over the ATM reader. Keep it close to the reader and it will be scanned automatically.



5. Then you will see your payment details. If they're correct, just click on "Confirm" to go ahead with the payment.

Compruebe los datos y confirme el pago

Datos del pago

Clave de cobro: **2387457624-2478560912-9835**

Concepto: **Recibo de empresa de prueba**

Emisora: **8724554391 - Fundación Uni...**

Referencia: **818927432734**

Identificación:

Importe: **50,00 €**

Pagos e impuestos

Con código de barras

Modificar

Confirmar ✓

6. All done! Your payment has been made correctly. Take the receipt and keep it. If you don't want to do any other transactions, withdraw your bankbook or card.

1 **Pago realizado**
Retire su comprobante

2 Indique qué desea hacer ahora

3 Retire la tarjeta

Congratulations! You've clicked. From now on you know how to make your payments easily and effortlessly.

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And a manager is always there for you when you need them.



ATMs ***CaixaFácil*** ***Menu***

We'll help you click

Use the CaixaFácil menu and it's much quicker to do your day-to-day transactions.

At CaixaBank we help you to click so it's much quicker and easier for you to do your day-to-day transactions using the CaixaFácil menu.



1. Just put your bankbook or card into the ATM. And on the screen you can see three options: withdraw money (the amount you usually get), withdraw a different amount (when you need a different amount to usual) and other transactions (which will take you to the ATM's main menu so you can do the transaction you need). Choose the one you want.



Clicking is much easier than it looked, isn't it?

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ATMs

Withdrawals without a passbook or card

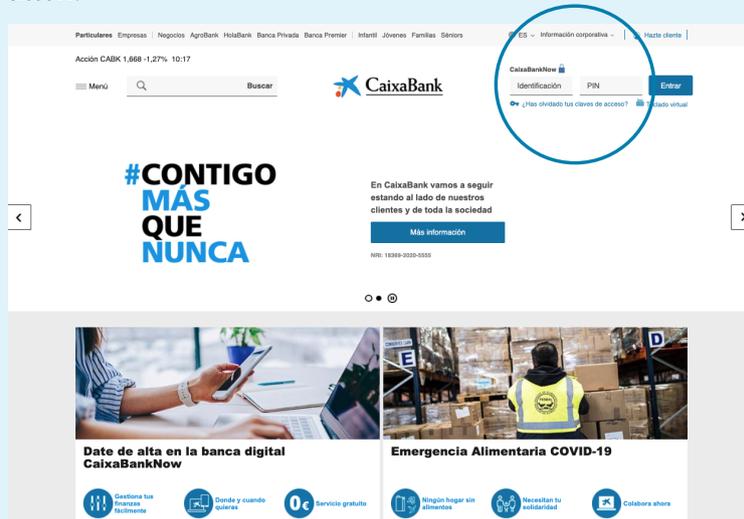
We help you to click

Did you know that you can withdraw money at our ATMs without a passbook or a card?

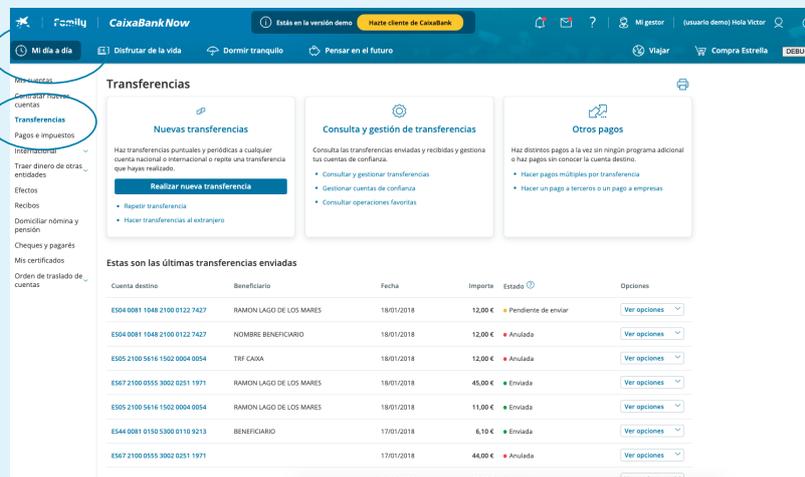
Start to click! At CaixaBank we make it very easy for you to take out cash without needing to carry either a passbook or a card on you.



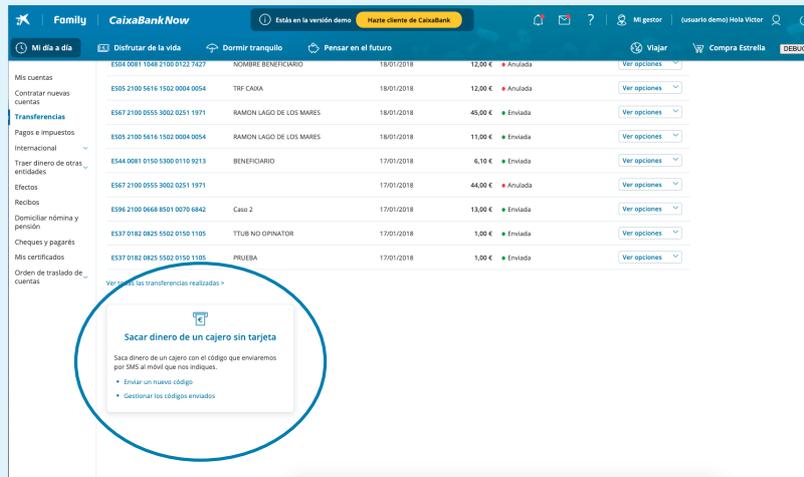
1. To get started, log into CaixaBankNow. To do this enter your ID number (without the letter) and the password you chose before, and click on the "Log in" button.



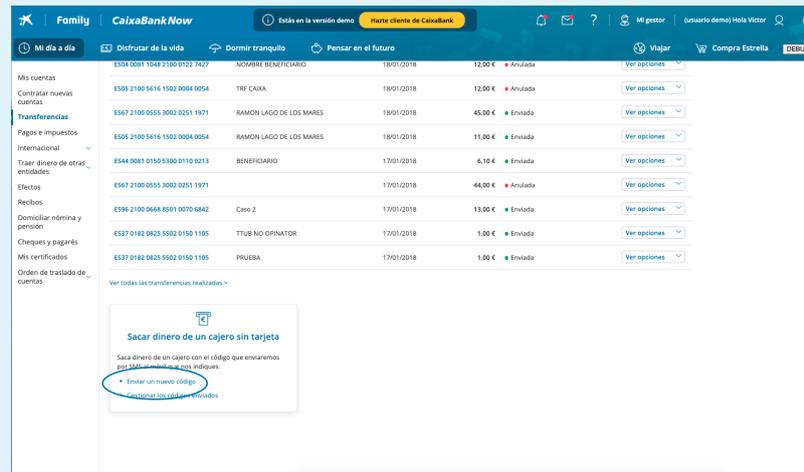
2. Now place the cursor over "My day-to-day", select the "Accounts" option and click on "Transfers".



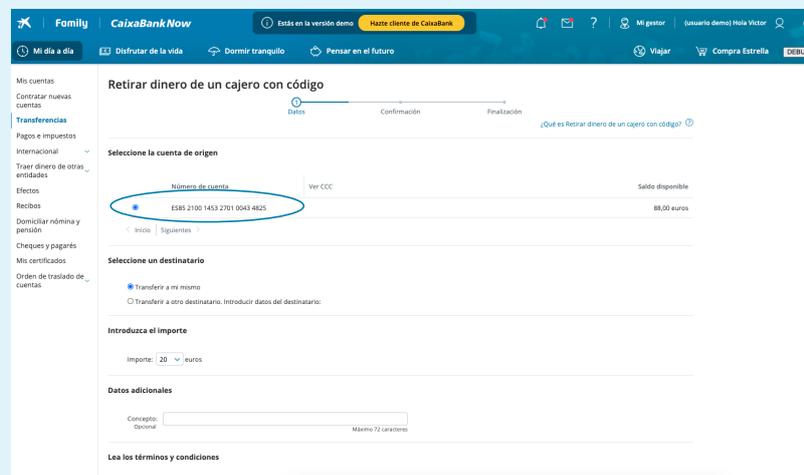
3. Just after the list of your transfers, you'll see the heading "Take money out of an ATM without a card".



4. Click on "Send a new code".



5. Now select the account from which you want to withdraw the cash.



6. When you select a recipient you have two options: "Transfer money to myself", which means the person who goes to the ATM to withdraw the cash will be you, or "Transfer to another recipient", in which case another person will withdraw the cash for you. If you'll be going to the ATM yourself, click on the first option. Next, enter the amount. You can also write whatever description you like in "Additional data". Click on the "Accept and continue" button to carry on.

The screenshot shows the CaixaBank Now mobile app interface. The top navigation bar includes the 'Family' logo, 'CaixaBank Now', and user information. Below the navigation bar, there are several tabs: 'Mi día a día', 'Disfrutar de la vida', 'Dormir tranquilo', and 'Pensar en el futuro'. The main content area is titled 'Seleccione un destinatario' (Select a recipient). It features two radio button options: 'Transferir a mí mismo' (Transfer to myself) and 'Transferir a otro destinatario. Introduzca datos del destinatario:' (Transfer to another recipient. Enter recipient data:). Below these options, there is a section for 'Introduzca el importe' (Enter the amount) with a dropdown menu set to '20' euros. There is also a section for 'Datos adicionales' (Additional data) with a text input field. At the bottom, there is a section for 'Lea los términos y condiciones' (Read the terms and conditions) with a text area containing 'Versión DEMO'. A blue button labeled 'Aceptar y continuar' (Accept and continue) and a grey 'Cancelar' (Cancel) button are at the bottom of the screen.

7. Now check that all the details are correct, enter the code shown on your code card and click on the "Confirm transaction" button.

The screenshot shows the CaixaBank Now mobile app interface for the 'Retirar dinero de un cajero con código - Confirmación' (Withdraw money from an ATM with code - Confirmation) screen. The top navigation bar is the same as in the previous screenshot. The main content area has a progress bar at the top with three stages: 'Inicio', 'Confirmación', and 'Finalización'. Below the progress bar, there is a warning icon and text: 'Retirar dinero de un cajero con código aún no realizado. Compruebe los datos antes de confirmar la operación al final de la página. El importe transferido estará disponible hasta el día 11/06/2020 a los 23:59:59 en cualquier cajero de CaixaBank.' Below this, there is a section titled 'Compruebe los datos' (Check the data) with three rows of information: 'Origen' (Origin) showing account number, IBAN, and mobile number; 'Destinatario' (Recipient) showing mobile number; and 'Importe' (Amount) showing transfer amount, applicable price, and applied price. At the bottom, there is a confirmation prompt: 'Confirmar la operación: Busque el número 443 y pulse la clave correspondiente en el teclado siguiente:' followed by a numeric keypad and a 'Confirmar operación' button. A blue circle highlights the 'Confirmar operación' button.

8. If on the other hand you want another person to go and take out the money from the ATM, select "Transfer to another recipient". All you have to do now is enter the telephone number of the person who is to collect the money, write the amount and add a description if you want a reminder of this withdrawal. Now click on the "Accept and continue" button.

The screenshot shows the CaixaBank Now mobile app interface. The user is in the 'Transferencias' (Transfers) section, specifically on the 'Transferir a otro destinatario' (Transfer to another recipient) screen. The 'Número de móvil' (Mobile number) field is highlighted with a blue circle. Below it, the 'Importe' (Amount) is set to 20 euros. The 'Concepto' (Concept) field is optional and has a maximum of 72 characters. At the bottom, there is a 'Versión DEMO' box and a 'Versión para imprimir o guardar' link. The 'Aceptar y continuar' (Accept and continue) button is highlighted with a blue circle.

9. Are all the details shown correct? If they are, enter the code shown on your code card and click on "Confirm transaction".

The screenshot shows the CaixaBank Now mobile app interface for confirming a transaction. The user is in the 'Retirar dinero de un cajero con código - Confirmación' (Withdraw money from an ATM with code - Confirmation) screen. The 'Comprobar los datos' (Check the data) section shows the 'Origen' (Origin) and 'Destinatario' (Recipient) details. The 'Importe' (Amount) is 20.00 euros, with a service fee of 2.00 euros. The 'Confirmar la operación' (Confirm the operation) button is highlighted with a blue circle. The screen also displays a security code card and a 'Confirmar operación' button.

Price of the service: 2 euros. Service provided by CaixaBank. Limit on withdrawal amount with code: €500 per week and €3,000 per quarter.

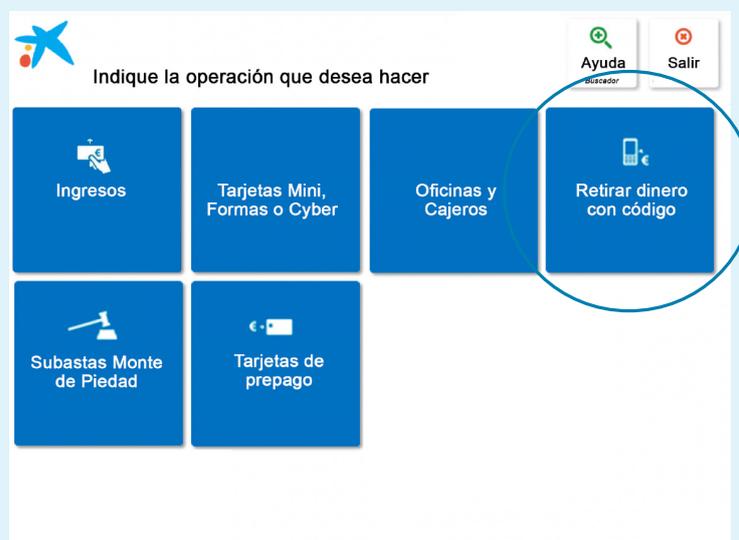
- 10.** We'll automatically send you an SMS with a code, at the telephone number you gave us.



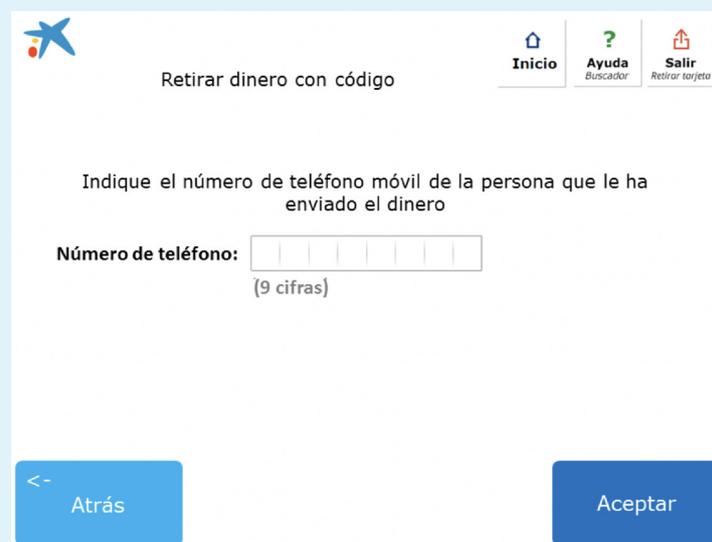
- 11.** Now all that remains is to go to any CaixaBank ATM to withdraw the cash.



- 12.** At the ATM, you or the person who's taking the money out should touch the screen and, instead of inserting a card or a passbook, select the "Withdraw money with code" option.

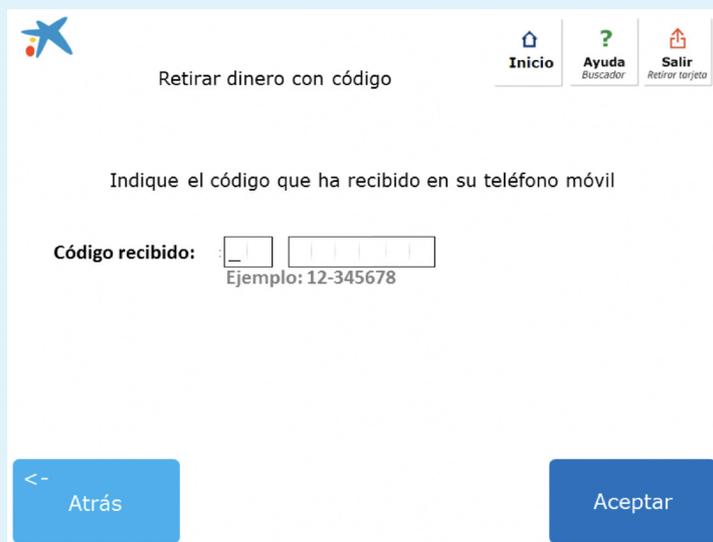


- 13.** Next, specify the telephone number of the person who ordered the transaction through CaixaBankNow



The screenshot shows the "Retirar dinero con código" screen in the CaixaBankNow app. At the top left is the CaixaBank logo. Below it, the text "Retirar dinero con código" is displayed. At the top right, there are three buttons: "Inicio" (with a house icon), "Ayuda" (with a question mark icon and "Buscador" below it), and "Salir" (with a red house icon and "Retirar tarjeta" below it). The main text reads "Indique el número de teléfono móvil de la persona que le ha enviado el dinero". Below this, there is a label "Número de teléfono:" followed by a text input field with nine vertical dividers. Below the input field, the text "(9 cifras)" is displayed. At the bottom left, there is a blue button with a left arrow and the text "Atrás". At the bottom right, there is a blue button with the text "Aceptar".

14. And then enter the code we sent.



The screenshot shows a mobile application interface for withdrawing money. At the top left is the CaixaBank logo. The title is "Retirar dinero con código". On the top right, there are three navigation buttons: "Inicio" (Home), "Ayuda Buscador" (Help Search), and "Salir Retirar tarjeta" (Exit Withdraw card). The main instruction is "Indique el código que ha recibido en su teléfono móvil" (Indicate the code you received on your mobile phone). Below this, there is a label "Código recibido:" followed by a series of input boxes for the code. An example "Ejemplo: 12-345678" is shown below the input boxes. At the bottom left is a blue button labeled "Atrás" (Back) with a left arrow. At the bottom right is a blue button labeled "Aceptar" (Accept).

See? You've started to click!

Remember that when you carry on your regular transactions through our on-line channels, you'll get even more advantages.

- + **More autonomy:** you don't depend on anyone.
- + **More convenience:** you don't have to go to your branch.
- + **More speed:** you'll save queuing and waiting.
- + **More availability:** you can log in whenever and wherever you want, 24 hours a day, 7 days a week.

And with an adviser handy whenever you need them.