



ATMs

Withdrawals without a passbook or card

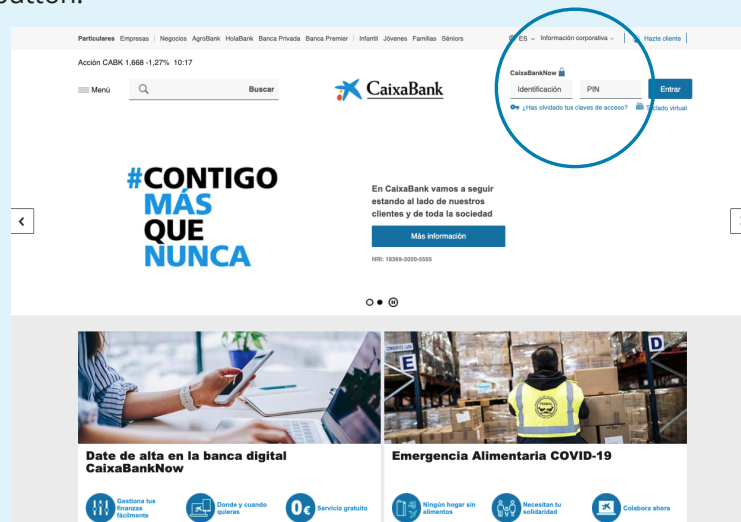
We help you to click

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

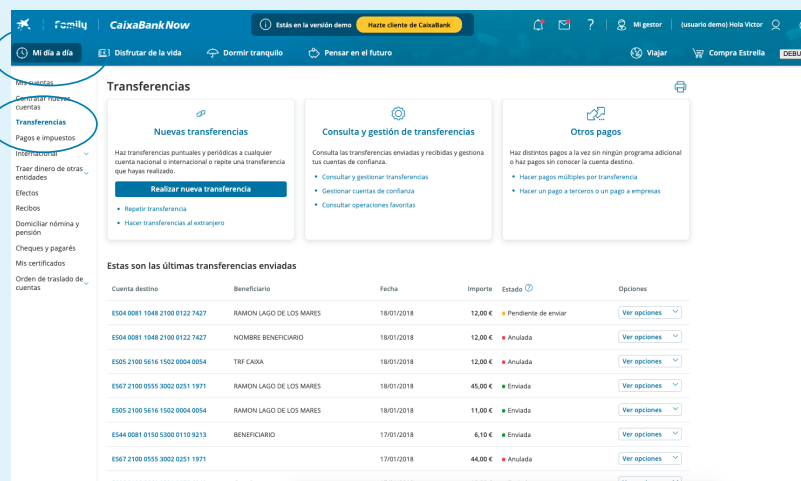
Start to click! At CaixaBank we make it very easy for you to take out cash without needing to carry either a passbook or a card on you.



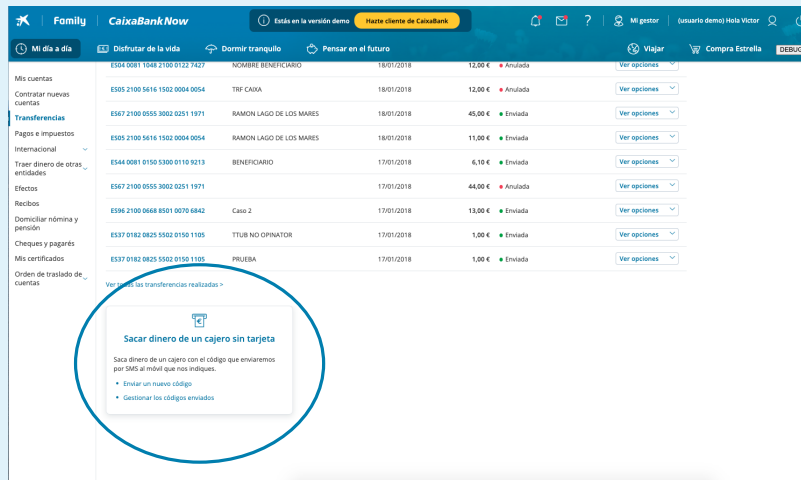
1. To get started, log into CaixaBankNow. To do this enter your ID number (without the letter) and the password you chose before, and click on the "Log in" button.



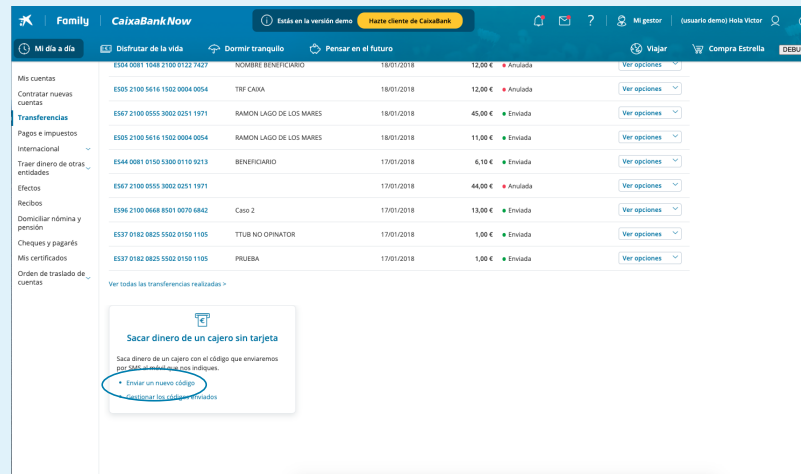
2. Now place the cursor over "My day-to-day", select the "Accounts" option and click on "Transfers".



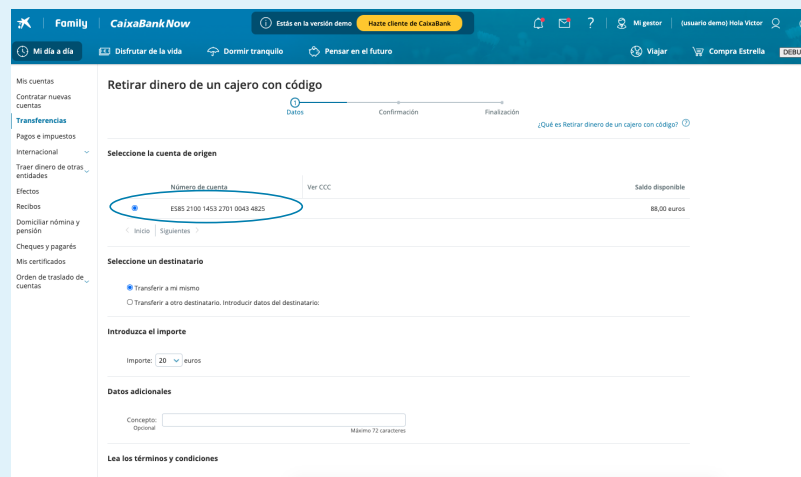
3. Just after the list of your transfers, you'll see the heading "Take money out of an ATM without a card".



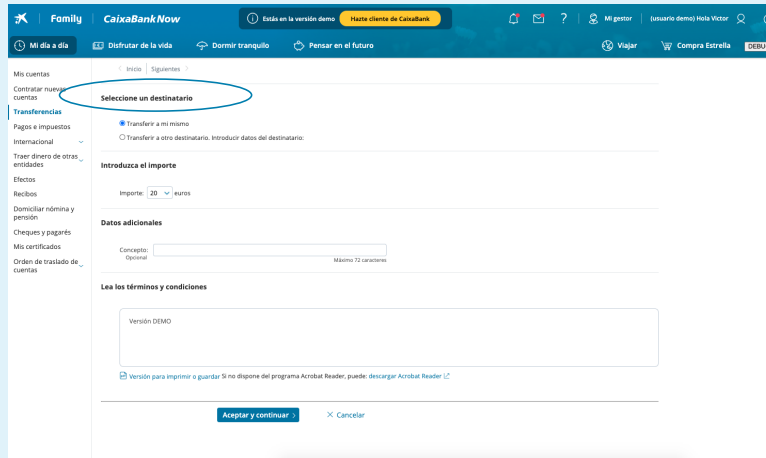
4. Click on "Send a new code".



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

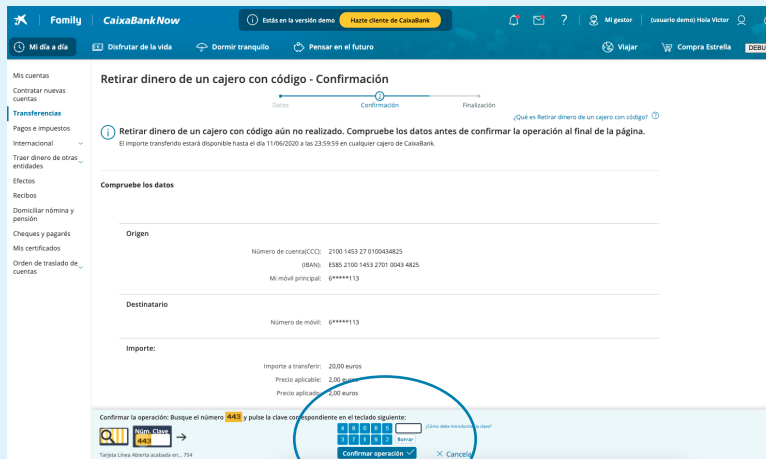


6. When you select a recipient you have two options: "Transfer money to myself", which means the person who goes to the ATM to withdraw the cash will be you, or "Transfer to another recipient", in which case another person will withdraw the cash for you. If you'll be going to the ATM yourself, click 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. The main content area is titled 'Seleccione un destinatario' (Select a recipient). There are 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 is a section for 'Introduzca el importe' (Enter the amount) with a dropdown menu set to '20' euros. There is also a 'Datos adicionales' (Additional data) field with a character limit of 70. At the bottom, there is a section for 'Lea los términos y condiciones' (Read the terms and conditions) with a 'Versión DEMO' label. The 'Aceptar y continuar' (Accept and continue) button is highlighted with a blue circle.

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 screen displays a progress bar with three stages: 'Inicio', 'Confirmación', and 'Finalización'. A warning message states: '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 'Compruebe los datos' (Check the data) section with fields for 'Origen' (Origin) and 'Destinatario' (Recipient). The 'Origen' field shows account details: 'Número de cuenta (CCO): 2100 1452 27 0100434825', '(IBAN): ES86 2100 1453 2701 0043 4825', and 'Mi móvil principal: 6*****113'. The 'Destinatario' field shows 'Número de móvil: 6*****113'. The 'Importe' (Amount) section shows 'Importe a transferir: 20,00 euros', 'Precio aplicable: 2,00 euros', and 'Precio aplicado: 2,00 euros'. At the bottom, there is a confirmation prompt: 'Confirmar la operación: Busque el número 4425 y pulse la clave correspondiente en el teclado siguiente:' followed by a numeric keypad and a 'Confirmar operación' button, which is highlighted with a blue circle.

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 interface includes a navigation bar at the top with the CaixaBank logo and user information. A sidebar on the left lists various services. The main content area is divided into sections: "Seleccione un destinatario" (Select a recipient), "Introduzca el importe" (Enter the amount), "Datos adicionales" (Additional data), and "Lea los términos y condiciones" (Read the terms and conditions). The "Transferir a otro destinatario" option is selected, and the "Número de móvil" (Mobile number) field is highlighted with a blue circle. The "Importe" (Amount) is set to 20 euros. The "Concepto" (Concept) field is optional and has a maximum of 72 characters. The "Versión DEMO" (Demo version) is displayed at the bottom, and there are "Aceptar y continuar" (Accept and continue) and "Cancelar" (Cancel) buttons.

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 interface includes a navigation bar at the top with the CaixaBank logo and user information. A sidebar on the left lists various services. The main content area is divided into sections: "Compruebe los datos" (Check the data), "Confirmar la operación" (Confirm the operation), and "Finalización" (Finalization). The "Compruebe los datos" section displays the "Origen" (Origin) and "Destinatario" (Recipient) information. The "Confirmar la operación" section displays the "Importe" (Amount) and "Precio aplicable" (Applicable price). The "Confirmar la operación" section includes a confirmation message and a "Confirmar operación" (Confirm operation) button, which is highlighted with a blue circle. The "Finalización" section includes a "Cancelar" (Cancel) 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.

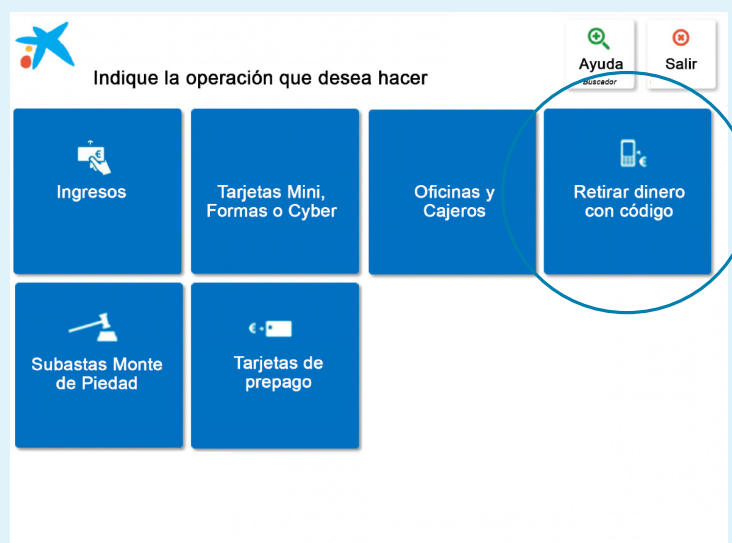
- 10.** We'll automatically send you an SMS with a code, at the telephone number you gave us.



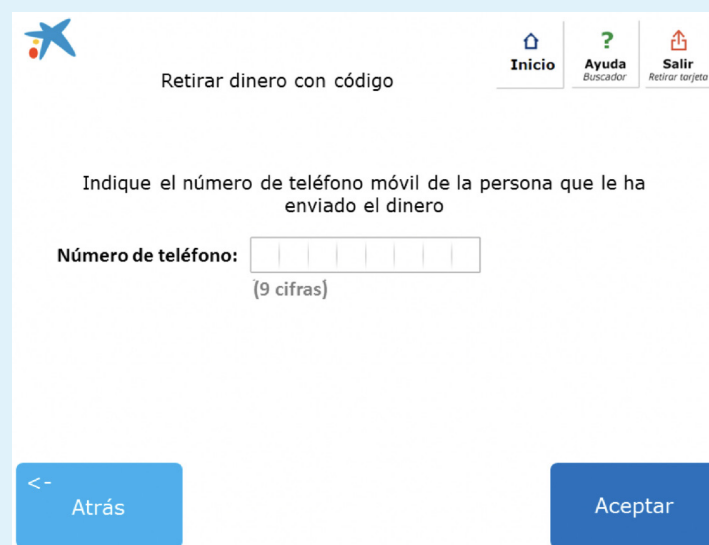
- 11.** Now all that remains is to go to any CaixaBank ATM to withdraw the cash.



- 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.

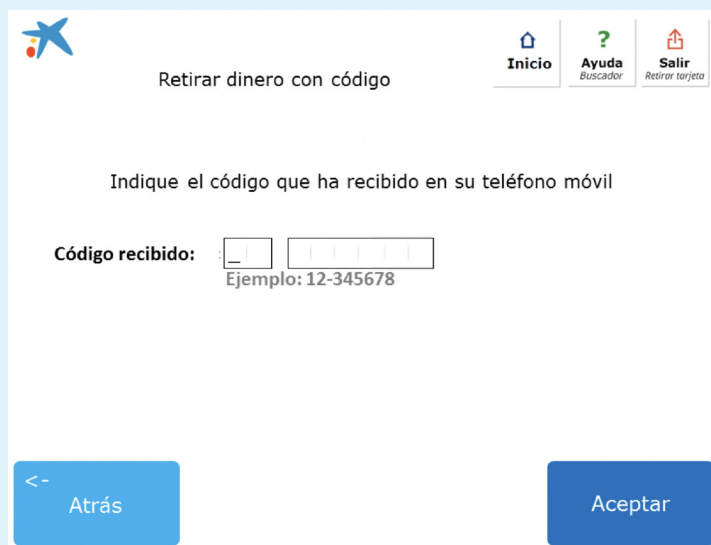


- 13.** Next, specify the telephone number of the person who ordered the transaction through CaixaBankNow



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 the CaixaBank mobile app interface for withdrawing money with a code. 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 text says "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 text input field with a cursor and a numeric keypad. An example code "Ejemplo: 12-345678" is shown below the input field. At the bottom left is a blue button with a back arrow and the text "Atrás". At the bottom right is a blue button with the text "Aceptar".

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.