



## 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.**



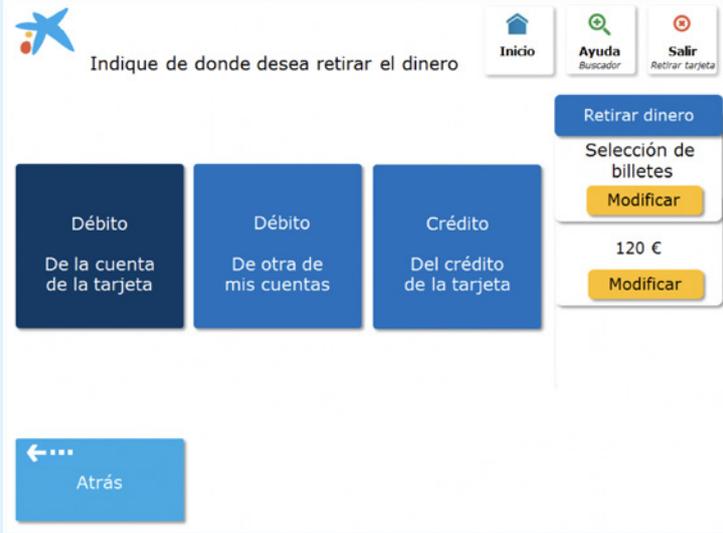
1. All you need to do is put your bankbook or card into the ATM. Then this screen will appear with various options. You can enter the amount you want in the box marked for it.



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.



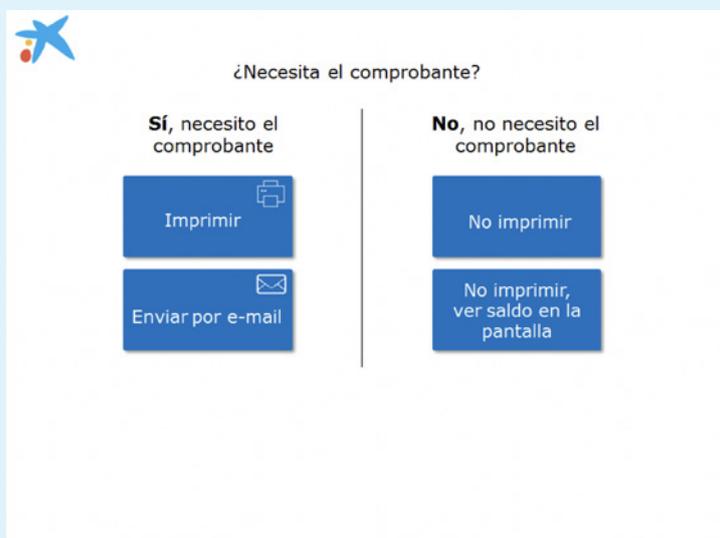
The screenshot shows a mobile banking interface. At the top left is a blue star logo. The main heading is "Indique de donde desea retirar el dinero". On the top right, there are three icons: "Inicio" (Home), "Ayuda Buscador" (Help Search), and "Salir Retirar tarjeta" (Exit Withdraw card). Below the heading 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 left 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 box 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!**

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’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.**