

Digipass FAQs



1. What is a digipass?

The digipass is your key to Bolero.be. It has two main functions:

- You can use your digipass to access Bolero online;
- You can also use it to sign your instructions (stock market orders, transfers, etc.) digitally and securely.

The digipass is a small calculator. It generates a unique digital signature in an extremely secure way. That means you can work with Bolero securely from any computer.

2. How does the digipass system work?

The digipass displays a numerical code or 'token' that is also calculated by a server at KBC Securities. If the two numbers match, you gain access to the system as a user. The server at KBC Securities and your digipass work in the same way. They both have a synchronised, internal clock. They also use the same serial number and algorithm. The digipass uses the time, the serial number and the algorithm to calculate a new code every minute. The server at KBC Securities does the same thing at the same time. In that way, the computer knows what numerical code your digipass has calculated and, if it is correct, allows you to access your portfolio and account.

The numerical code is only valid for one minute. That makes the digipass much safer than a traditional password. What's more, nobody can use your digipass without your pin code. So make sure you always keep your digipass and your pin code separate. That way, nobody else can access your portfolio or account.

3. How safe is the digipass?

You can use the digipass to log onto Bolero's secure transaction site. The digipass generates a code that functions as your own electronic signature so that we can securely identify you. This unique signature protects all your transactions (stock market orders, transfers, etc.) and ensures that no one can see or falsify your online transactions.

3.1 Is a digipass really safer than a fixed access code?

Using a digipass is safer than a fixed access code, because the user needs two elements to be able to log in. First you have to have the digipass itself, which provides a unique code that changes every minute. And you also need the pin code, which you have to key into the digipass before you can log onto the secure transaction site. These provide additional security. You prepare the digipass for use with an initial pin code you receive from us. We send it to you in a separate letter for security reasons. The first time you use the digipass, you have to replace the initial pin code with one you choose yourself. Never store your pin code in the same location as your digipass! The pin code is never stored, incidentally, on your computer.

3.2 Could someone withdraw money from my account?

That's not possible. Only you can perform transactions with your account via your digipass. It's also important, therefore, that you keep the pin code for your digipass secret. And you should **never** store the code with your digipass!

3.3 What else can you do to ensure your security?

There are several precautions you can take yourself to make sure you work securely with Bolero. You should certainly follow our three basic rules:







- Keep your pin code secret;
- Store your pin code separately from your digipass;
- Never leave your computer unattended after logging in.

4. Do I have to apply for a digipass?




Every Bolero client will receive a digipass and an instruction manual from KBC Securities client service. The initial pin code is then sent separately a few days later. Existing Bolero clients who still log in using a pin code and pass sentence have 20 days to start using the digipass. New clients receive the digipass on opening an account.

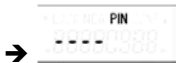
5. Preparing the digipass for use after receiving the initial pin code

There are two things you need before you can start investing online with Bolero: your digipass and your initial pin code. Before you can use the digipass, you have to replace the initial pin code with a four-digit code you choose yourself. This is how you do it:

1. Check the serial number on the back of your digipass : xx-xxxxxxx-x (if it is not correct, immediately contact info@kbcsecurities.pl or 022581 2020.)
 2. Activate the digipass: first of all, keep pressing the Enter key  and then press the Lock key .
 3. Enter your initial pin code. If you make a mistake, use the Enter key .
- 
4. Choose a four-digit code and enter it now. If you make a mistake, use the Enter key .
- 
5. Enter the new four-digit code you have chosen a second time.
 6. Your pin code is securely initialised as soon as "NEW PIN CONF" appears in the display.
 7. You can now log on to Bolero.

6. Log on to Bolero with the digipass

1. Activate the digipass: first of all, keep pressing the Enter key  and then press the Lock key .
2. Enter the pin code (4 digits). If you make a mistake, use the Enter key .






2. Choose APPL11 by pressing the number 1.







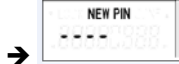
3. The digipass automatically generates a seven-digit code for authentication on the Bolero website. Enter these seven digits in the log-in screen on the website and click on the 'Client Login' button (or whatever term is used). You are now securely logged in.

7. Signing orders and instructions

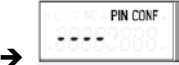
1. Activate the digipass: first of all, keep pressing the Enter key  and then press the Lock key .
2. Enter pin code (four digits) If you make a mistake, use the Enter key .
3. Choose APPLI2 by pressing the number 2.
4. You will see a six-digit code on Bolero's log-in screen. Enter this code in your digipass.
5. The digipass will now give you an eight-digit code. Enter the code online and click 'send' (or whatever term is used). Your transaction has now been securely signed.

8. Changing your pin code

1. Activate the digipass: first of all, keep pressing the Enter key  and then press the Lock key .
2. Enter the pin code (4 digits). If you make a mistake, use the Enter key .
3. Press the Enter key for three seconds .



and then enter your new pin code (four figures).



4. Enter your new pin code again.

5. Your pin code is securely modified as soon as "NEW PIN CONF" appears in the display.

9. Digipass blocked?

If you enter an incorrect code, the message 'FAIL1' will be displayed. If you do it a second time, you will see the message 'FAIL2'. After three incorrect attempts, your digipass will be blocked and a seven-figure Lock code will appear. You can then no longer use the digipass. To reactivate the digipass, you need to contact the Order Desk by phone or e-mail and state the Lock code. NB: this only appears after three incorrect attempts to log in and then every time you turn on the digipass! We will then send you a text message containing an unblocking code with which you can reactivate your digipass. You will, however, have to choose a new personal pin code straight away.

10. Digipass lost or broken?

Complete this [application form](#) for a new digipass and send it to us. We will then send you a new digipass and – separately – a new initial pin code.

11. Error and other messages



3 incorrect attempts, digipass has been blocked



new pin confirmation failed, start again



selected pin is unsafe, choose a new, secure pin code



enter the unblocking code

12. Think of the environment

Your digipass is fitted with a special battery. You can't replace it as you can't open the digipass yourself. If the battery should run out, we advise you to contact us so that we can replace it. The old battery should be disposed of in an environmentally friendly way.