

Key features of the cashpoint



Sparkasse
KölnBonn



- 1 Display** for input using touchscreen or buttons at side
- 2 Card slot** for inserting and returning your Sparkassen Card. Please insert card as shown.
- 3 Cash dispenser**
Please take your cash promptly once it is dispensed.
- 4 Headphone jack** for an audio guide to using the cashpoint

- 5 Stainless steel keypad**
 - Cancel** an operation
 - Correct** input
 - Help** to activate the high-contrast view for people with visual impairments (please press after you have inserted your card)
 - Confirm** input
e.g. PIN or amount

How to withdraw cash



4.

Enter your PIN (personal identification number)

Tip: Use your free hand to shield your PIN from onlookers.

If you don't know your PIN, get in touch with us. We can also help you create a personalised PIN.



1.

Insert Sparkassen Card into card slot



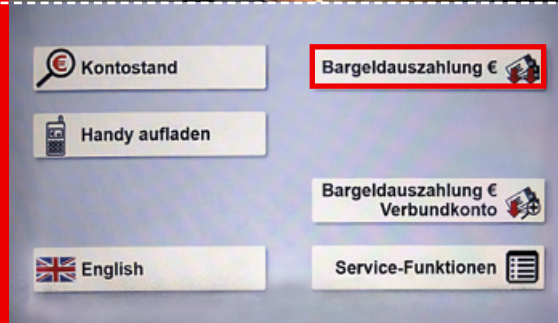
5.

Confirm PIN



2.

Select cash withdrawal



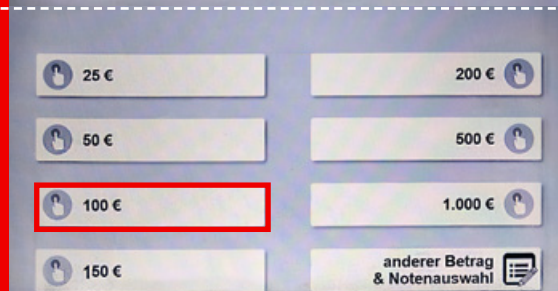
6.

Take card



3.

Select amount (e.g. €100)



7.

Take cash and check amount



Choose specific amount or preferred denomination

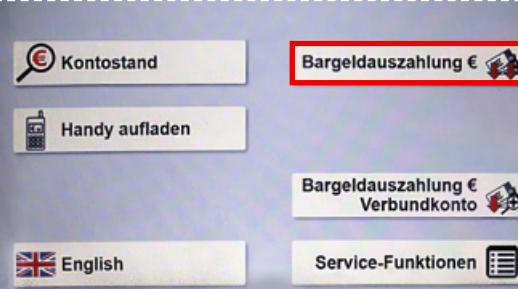
1.

Insert Sparkassen Card into card slot



2.

Select cash withdrawal



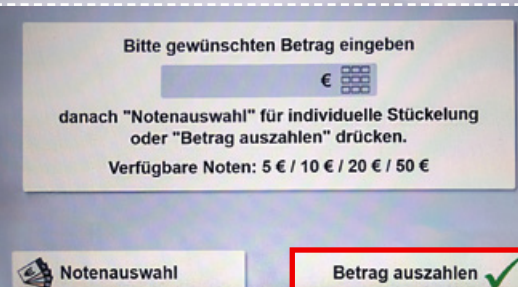
3.

Select "Other amount & note selection"



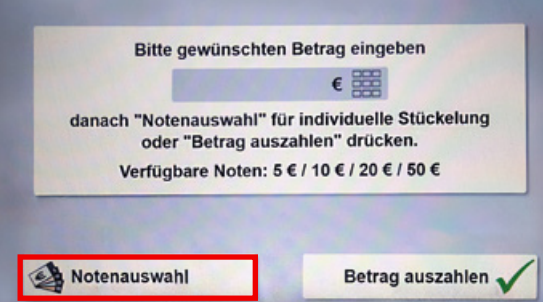
4.

Enter your preferred amount using the keypad. Then select "Withdraw amount".



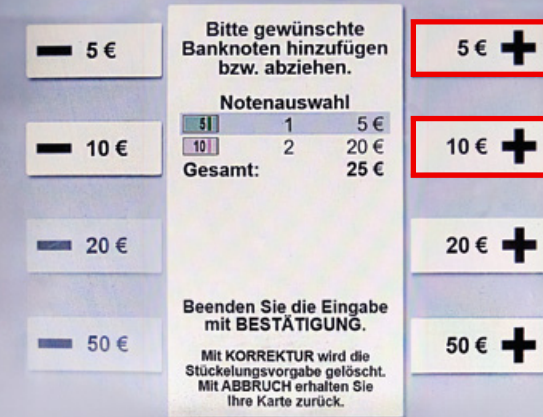
5.

To withdraw a specific denomination, please leave the amount empty and go straight to "Note selection".



6.

Choose your combination of notes using the +/- keys until the preferred withdrawal amount is reached. You can add notes on the right and remove them on the left. Example – €25: 1x €5 and 2x €10.



7.

Confirm your selection



8.

Continue with step 4 on the previous page: Enter your PIN (personal identification number)



Check account balance at cashpoint

1.

Insert Sparkassen Card into card slot



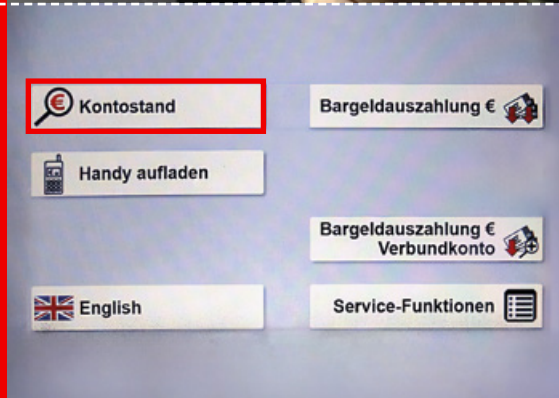
4.

Confirm PIN



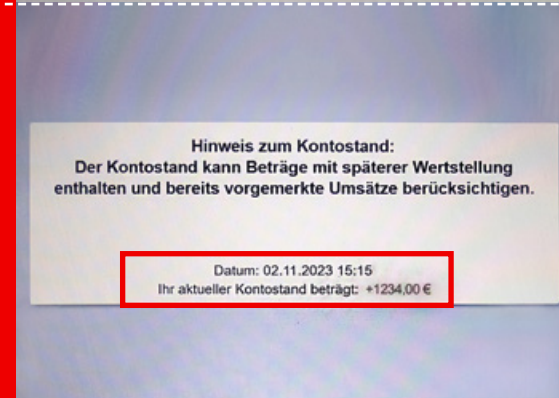
2.

Select balance



5.

Your balance is displayed



3.

Enter your PIN (personal identification number)

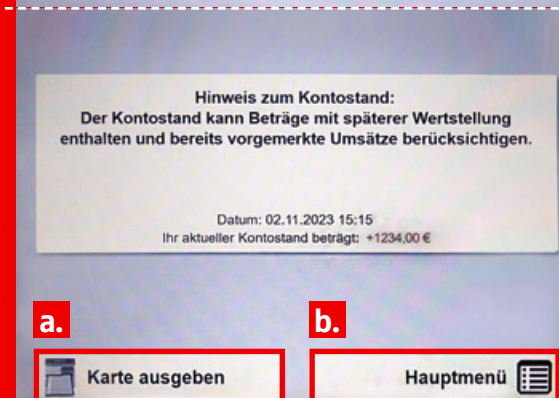
Tip: Use your free hand to shield your PIN from onlookers.



6.

a. Your card is returned

b. You return to the main menu



Contact us by telephone:

Direct service

for opening hours, branch addresses,
appointments, standing orders, direct debit
returns and more

0221 226-0
24-hour service

Emergency blocking hotline

for debit and credit cards, online banking
and more.

116 116
24-hour service



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