Central Cooperative Bank

**Our clients feel important**

BIOMETRIC AUTHENTICATION

SERVICE GUIDE

1. Login to the application CCB Mobile

After the first login, the application will show a message with the Biometric Authentication service information and the possibility to use it.
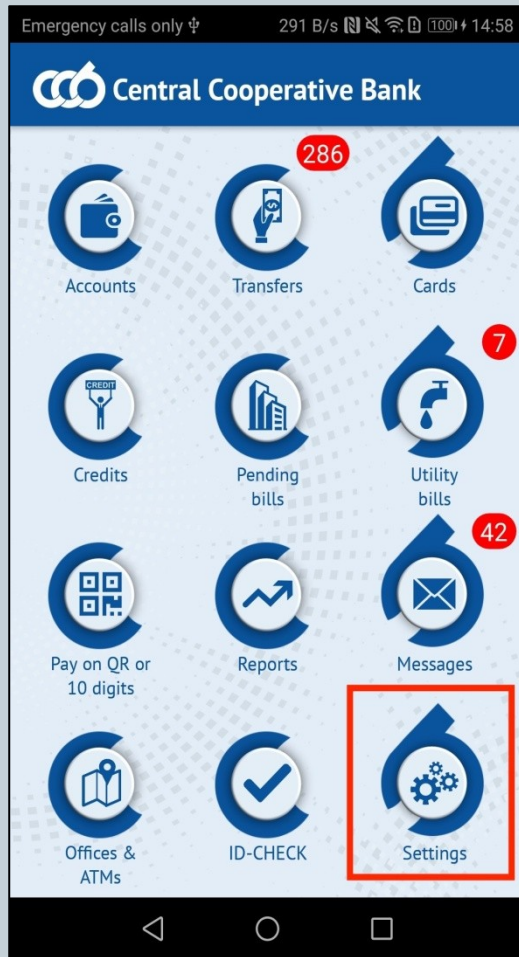
You may choose this option later from the Settings menu.

In case you do not activate the Biometric Authentication service the message will also be displayed for the next two logins in the application.
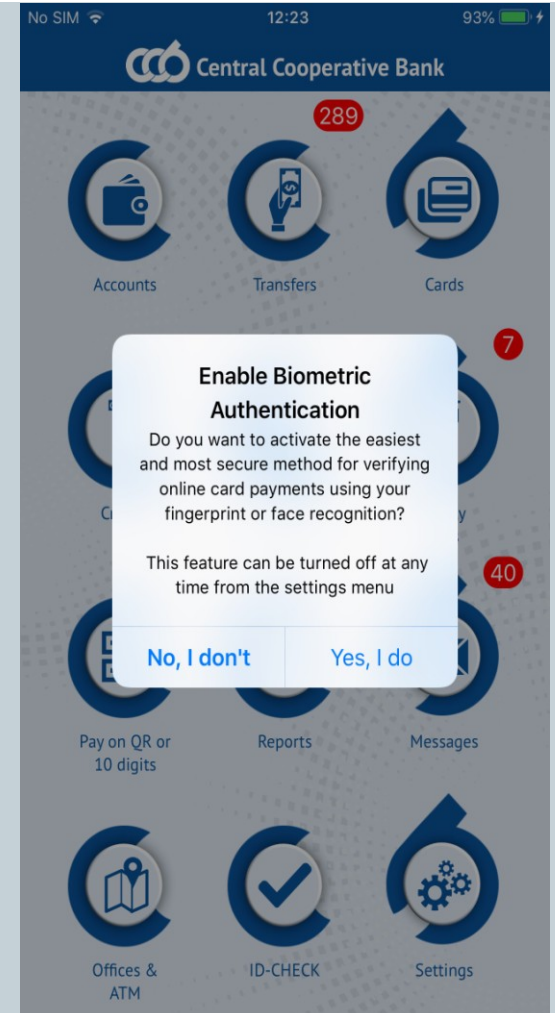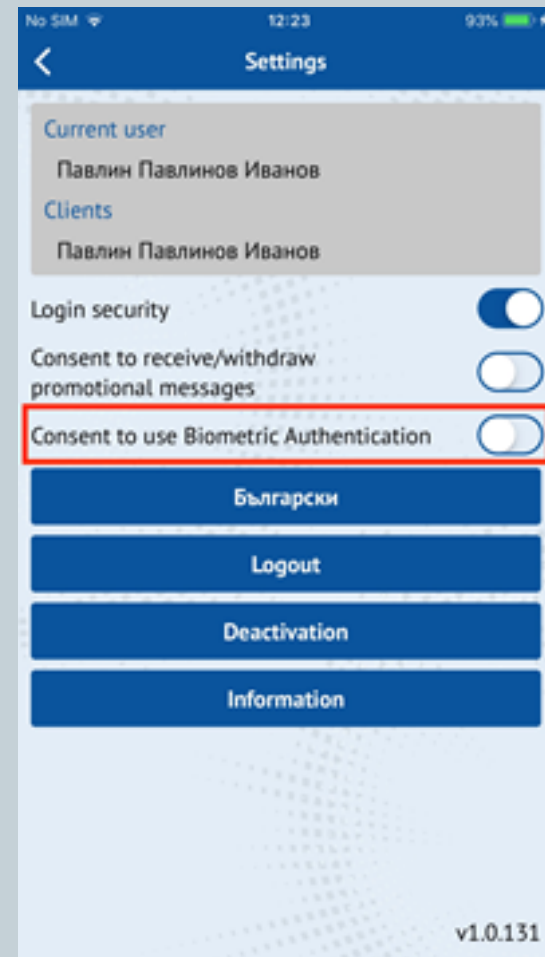
2. Activate Biometric Authentication
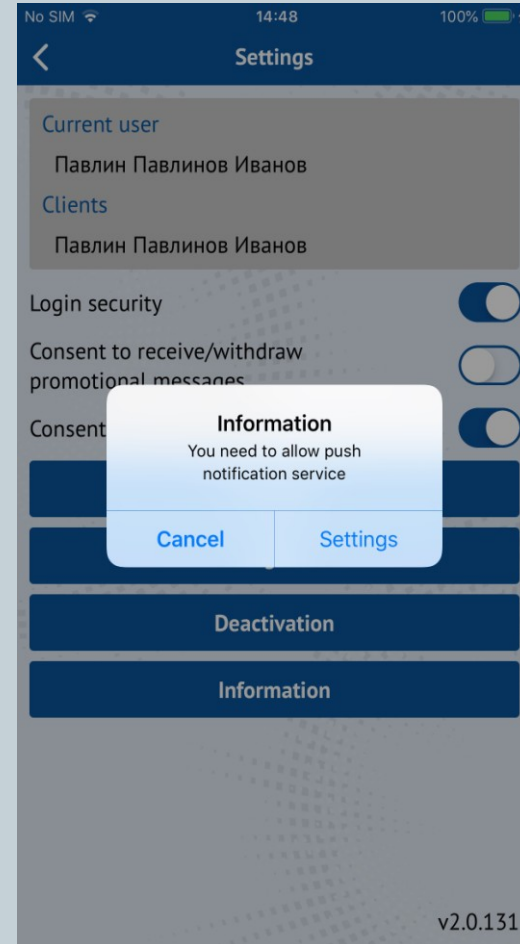
2.1. Open Settings

2.2. Turn the switch on

2. Activate Biometric Authentication

In order to activate the Biometric Authentication it is required to allow notifications from the application. In case they are disabled the application will prompt you to activate them by displaying a message that states "*You need to allow push notification service*".

Upon selecting Settings the phone settings for the application will be opened from where the notifications could be activated.

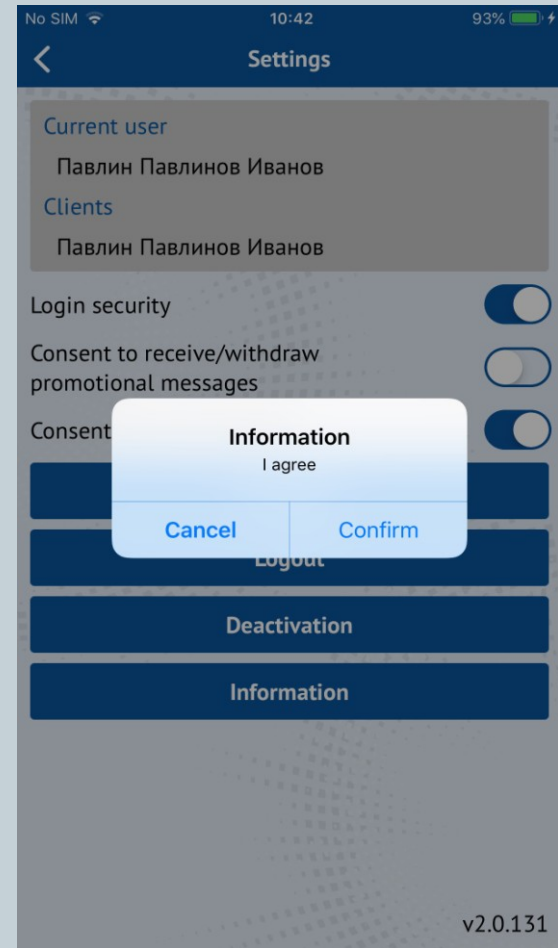# 2. Activate Biometric Authentication

There could be only one account with activated service for the application. In case there is a user with an active Biometric Authentication a message will be displayed that states *"There is already a user with an active Biometric Authentication".*

In order to activate the service for the current user the previous registration must be deactivated.
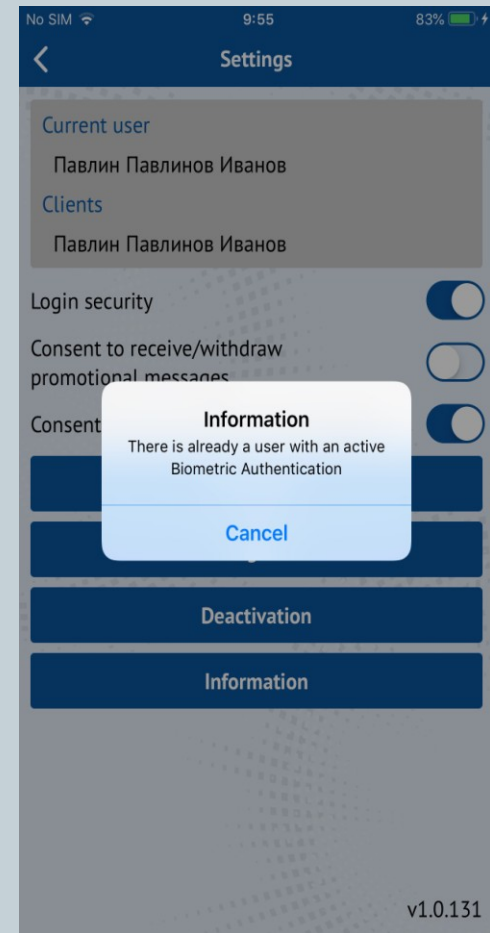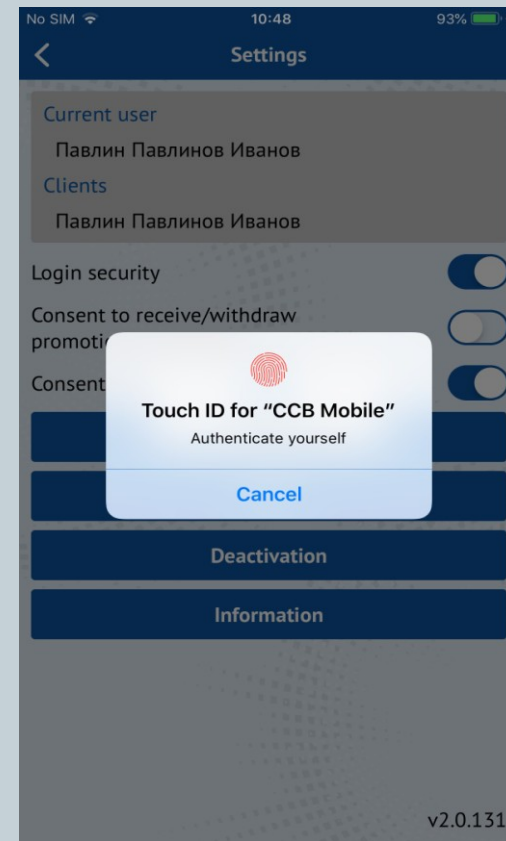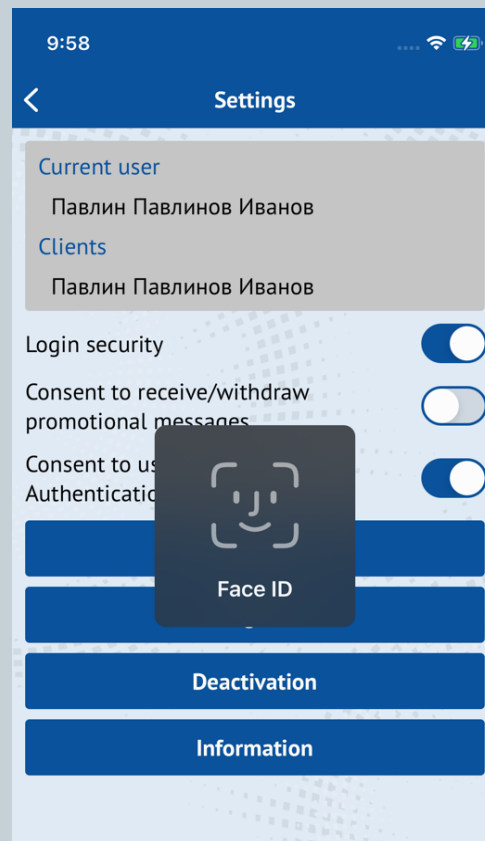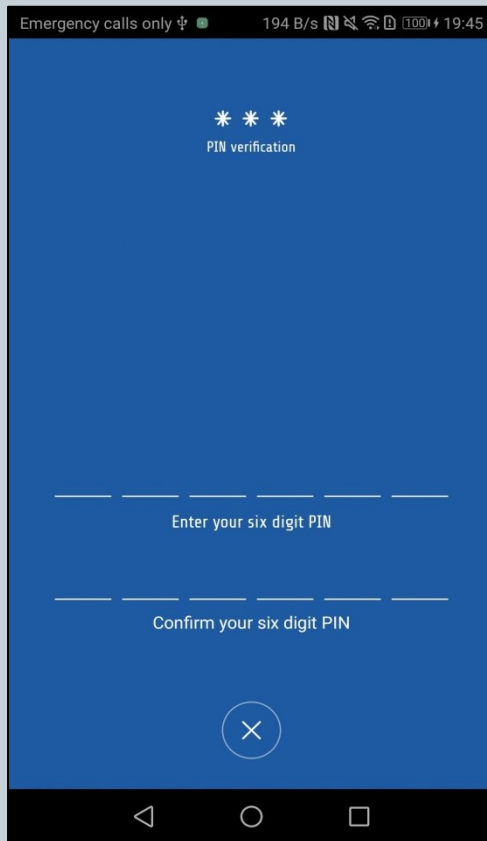
2. Activate Biometric Authentication

2.3. Displaying the message
"I agree"

2. Activate Biometric Authentication

## 2.4. Authentication with PIN and Fingerprint/FaceD

To complete the activation authentication process Pin and Fingerprint/FaceID is required.

2. Activate Biometric Authentication

2.5. Biometric Authentication activated

If the biometric authentication activation process completes successfully a message will be displayed that states *"Congratulations, you have enabled the biometric solution to confirm online card payments.".*
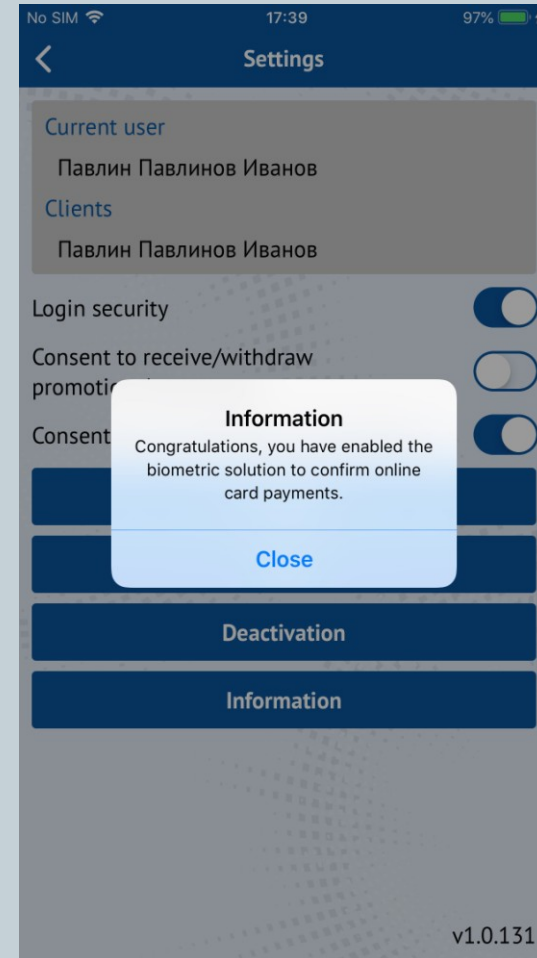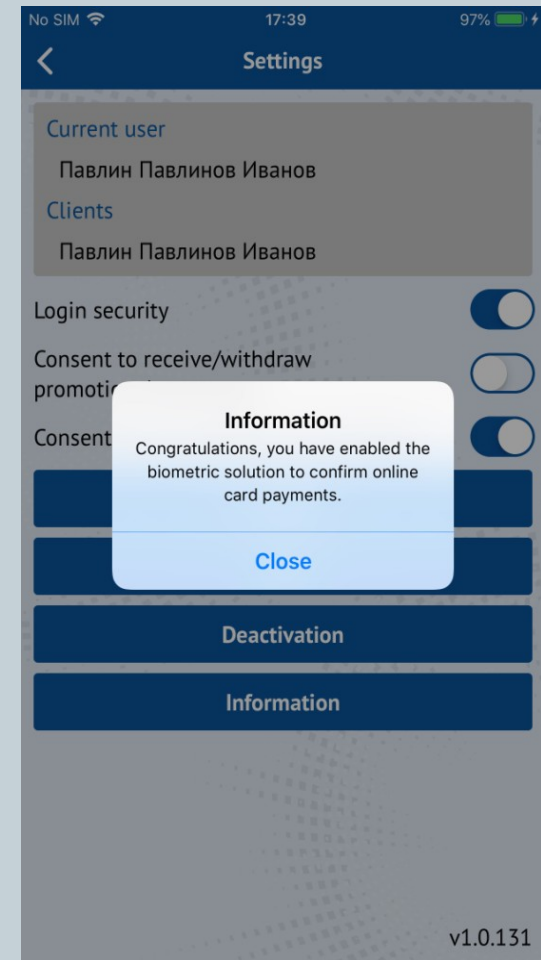
2. Activate Biometric Authentication

A message that states

"XXX Biometric authentication cards are activated. Do you want to view them?"

will be displayed.

The option "Yes" could be selected to go to Cards menu and view the cards.

If "Cancel" is selected the cards could be viewed later from the Cards menu.
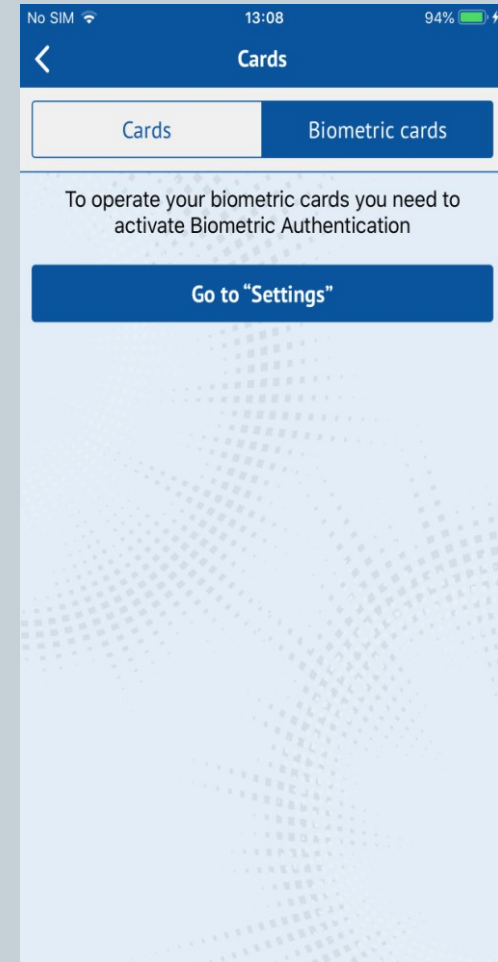
3. Activate Biometric cards

3.1. Open Cards→Biometric cards

3. Activate Biometric cards

3.1.1. Biometric Authentication is not active:

On the screen is shown a button "Go to Settings". If the button is selected the Settings menu will be opened from where the Biometric Authentication could be activated after which a card could be activated.
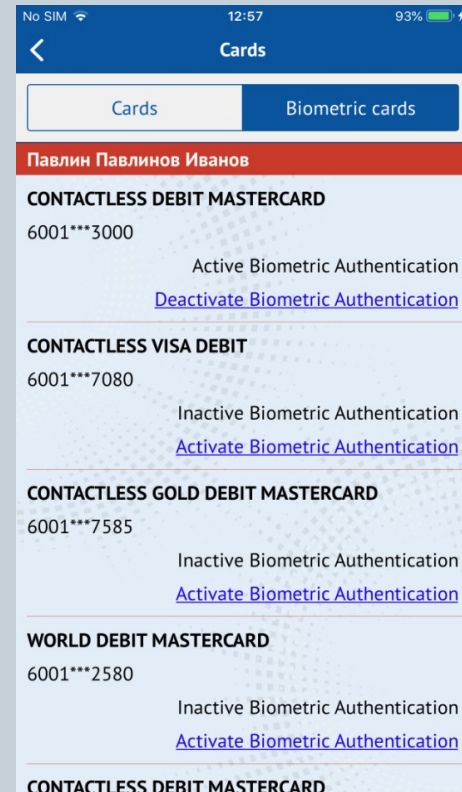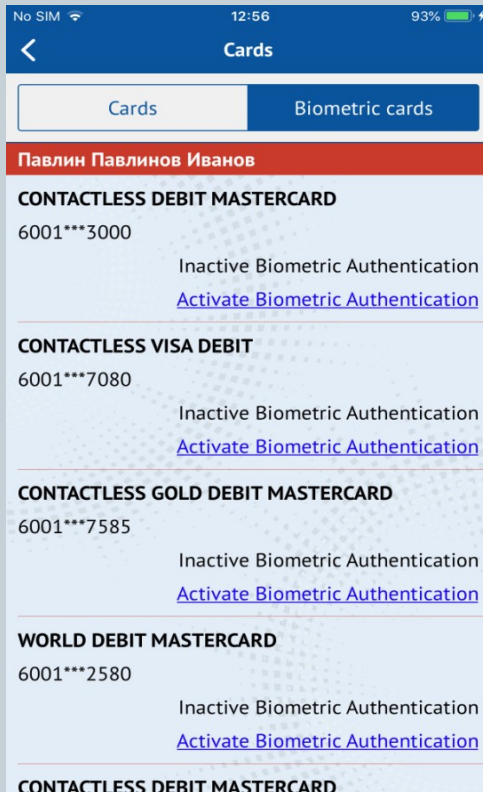
3. Activate Biometric cards

3.1.2. Biometric Authentication is active:

To activate the card select
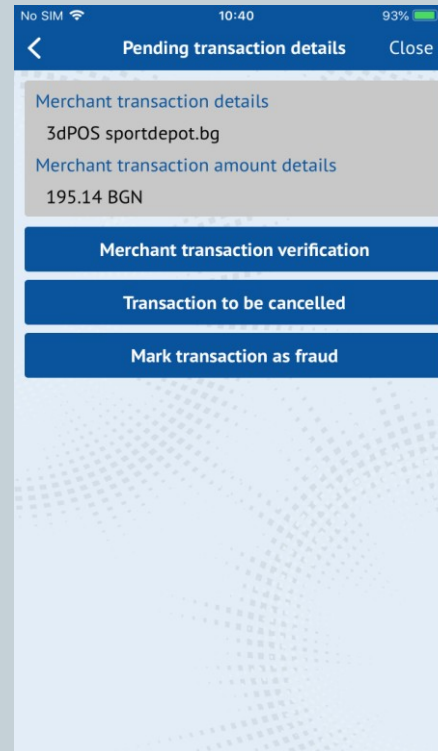*"Activate Biometric Authentication"*
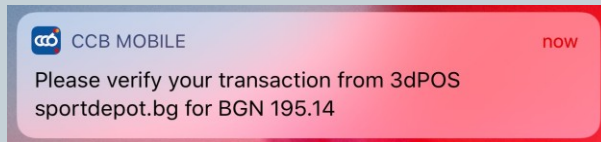
Biometric Authentication is active
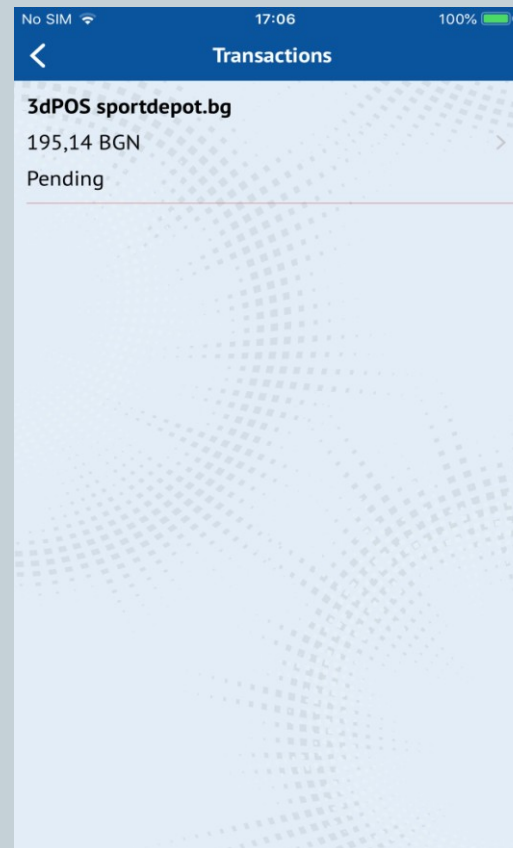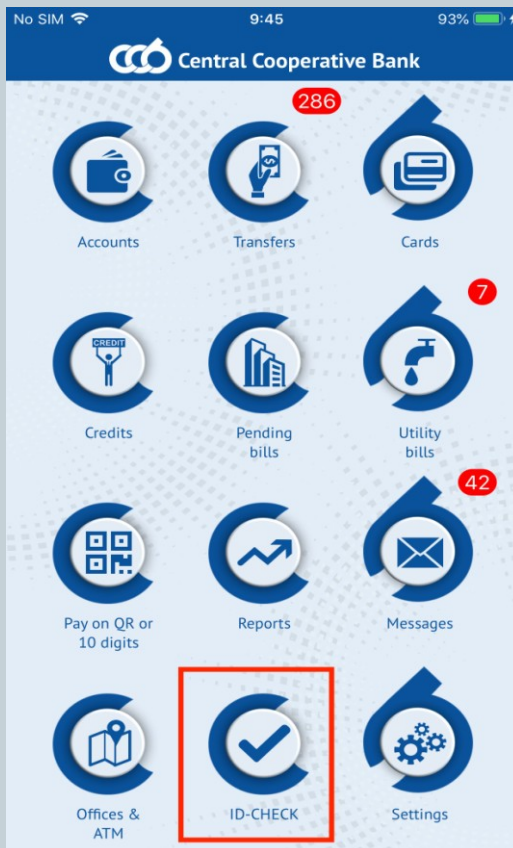
4. Confirm/Cancel online transaction

4.1. Push notification arrives:

If the user is using the application the transaction screen will be opened otherwise the user should click on the notification.

CCB MOBILE — now
Please verify your transaction from 3dPOS sportdepot.bg for BGN 195.14

No SIM — 10:40 — 93%
< **Pending transaction details** — Close

Merchant transaction details
3dPOS sportdepot.bg
Merchant transaction amount details
195.14 BGN

Merchant transaction verification

Transaction to be cancelled

Mark transaction as fraud

4. Confirm/Cancel online transaction

If the screen with the notification is closed, the transaction could be found in ID-CHECK menu. In it are stored the pending transactions before they expire. If a transaction is selected the transaction screen will be opened where it could be confirmed or canceled.
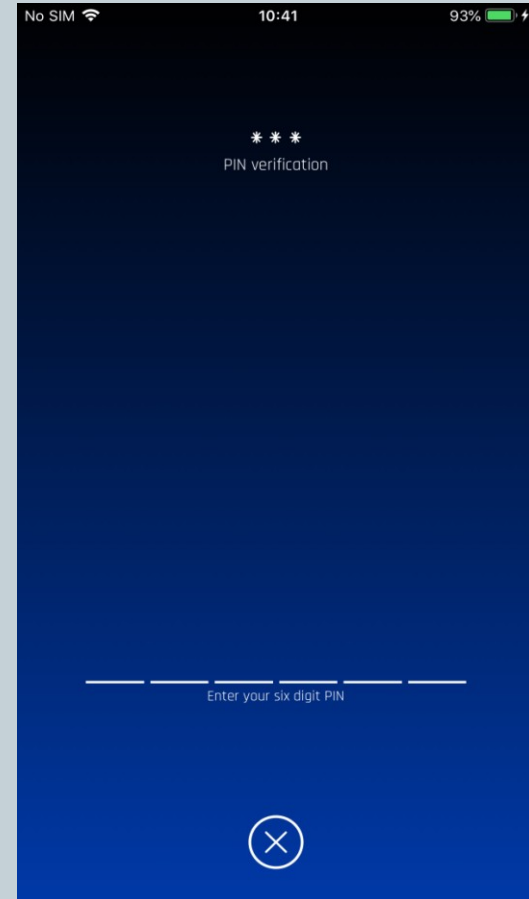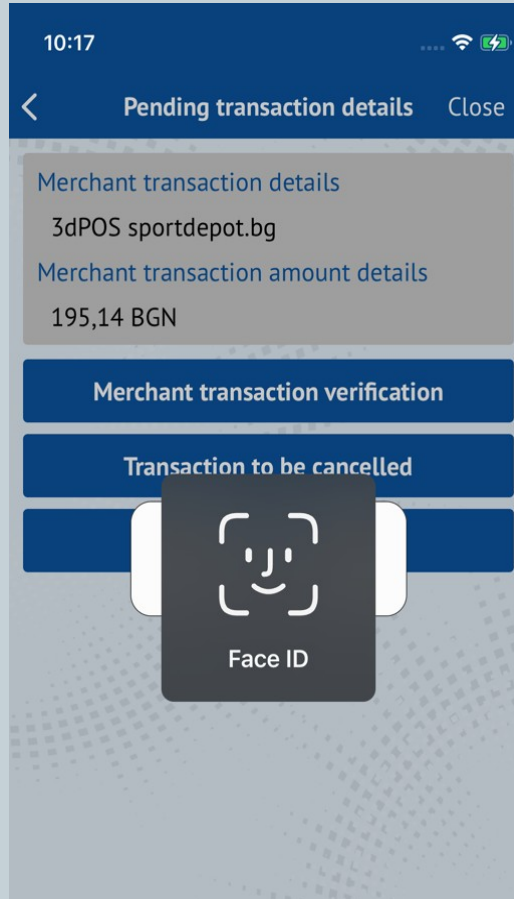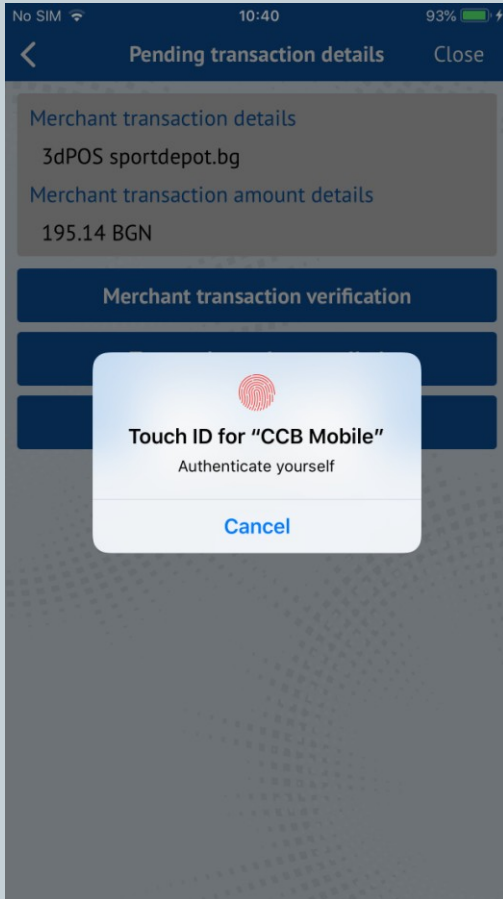
4. Confirm/Cancel online transaction
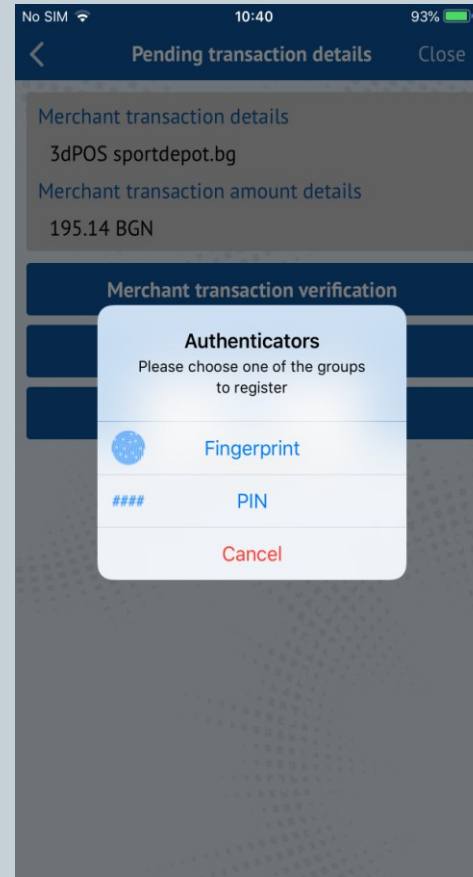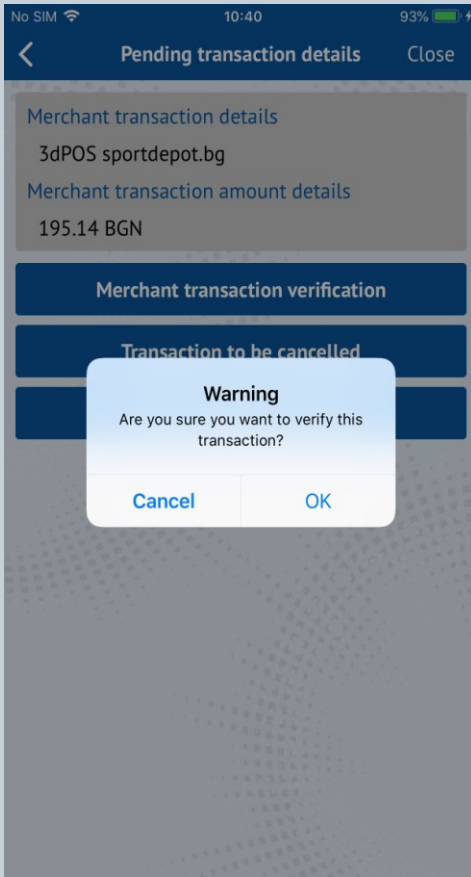
4.2. Confirm transaction

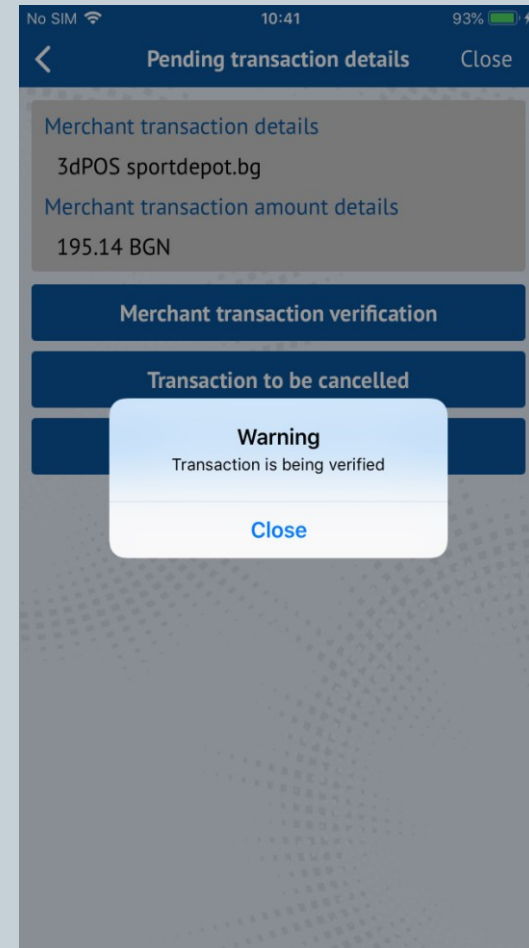# 4. Confirm/Cancel online transaction

4.2. Confirm transaction

4. Confirm/Cancel online transaction

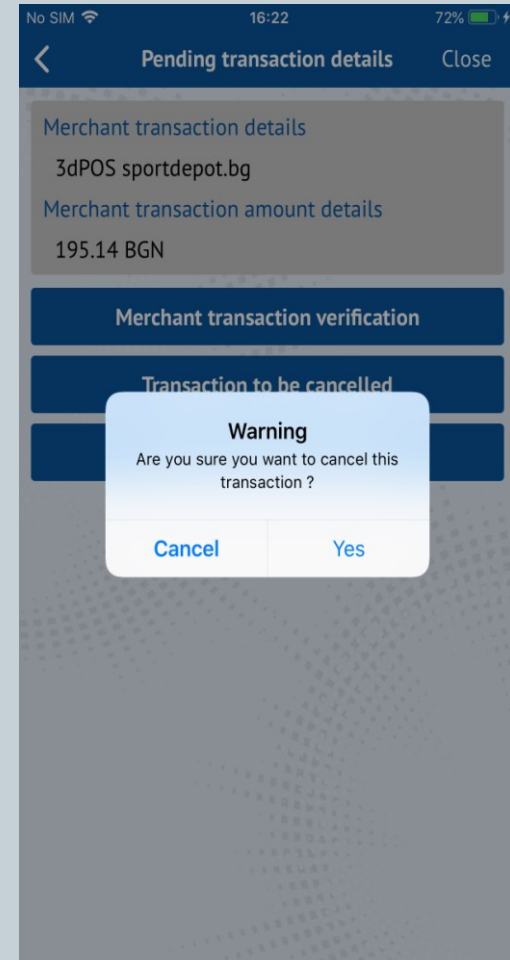After the transaction is confirmed a message that states *"Transaction is being verified"* will be displayed.

The transaction screen will be closed after that.

4. Confirm/Cancel online transaction

4.3. Cancel transaction/Mark as fraud

If "Transaction to be cancelled" or "Mark transaction as fraud" button is selected a message that states *"Are you sure you want to cancel this transaction?"* will be displayed.
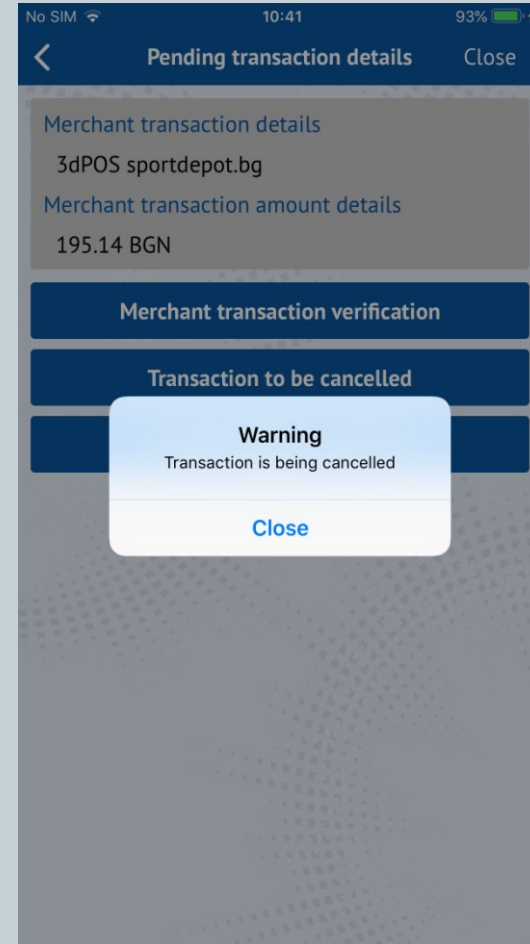
4. Confirm/Cancel online transaction

4.3. Cancel transaction/Mark as fraud

If the user select OK another message will be displayed that states "Transaction is being cancelled".

The transaction screen will be closed after that.
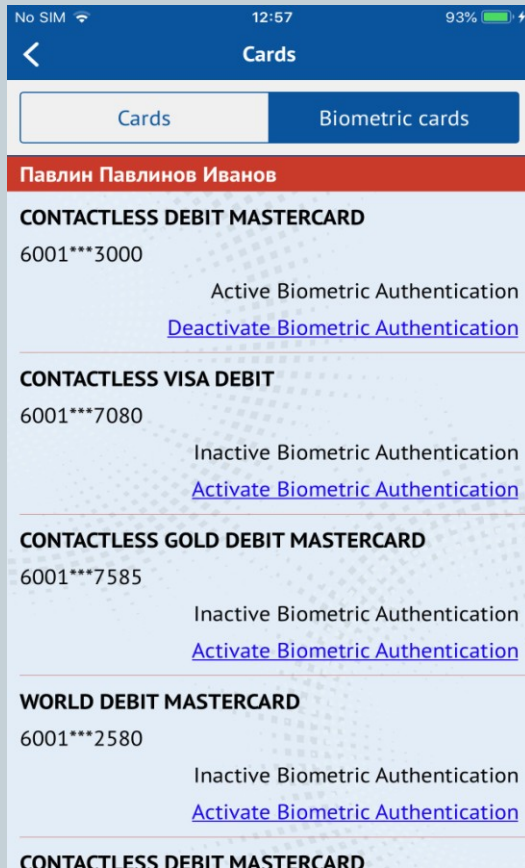
5. Deactivate Biometric cards
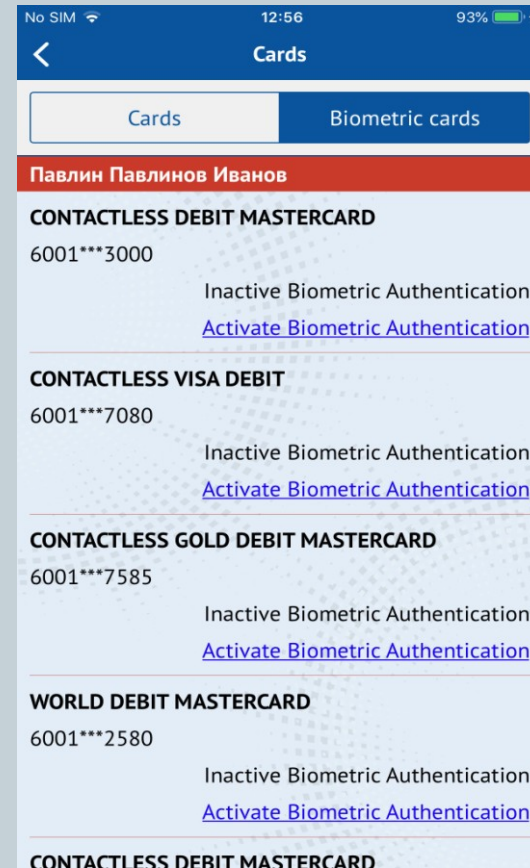
5.1. Open Cards/Biometric cards.

5. Deactivate Biometric cards

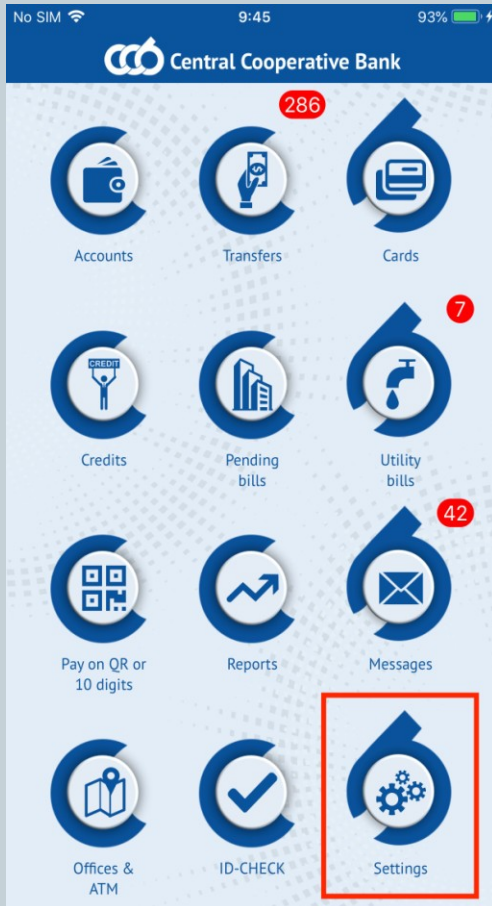## 5.2. Select "Deactivate Biometric Authentication"

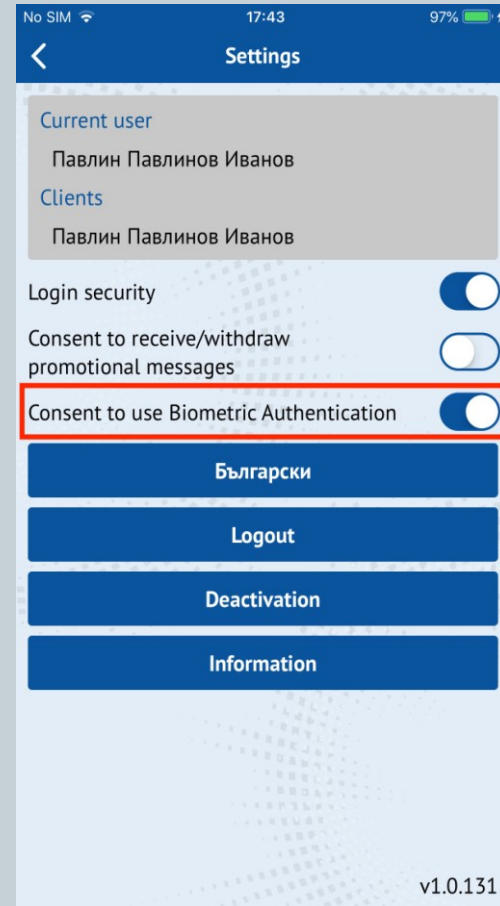## 5.3. Biometric Authentication is deactivated

6. Deactivate Biometric Authentication
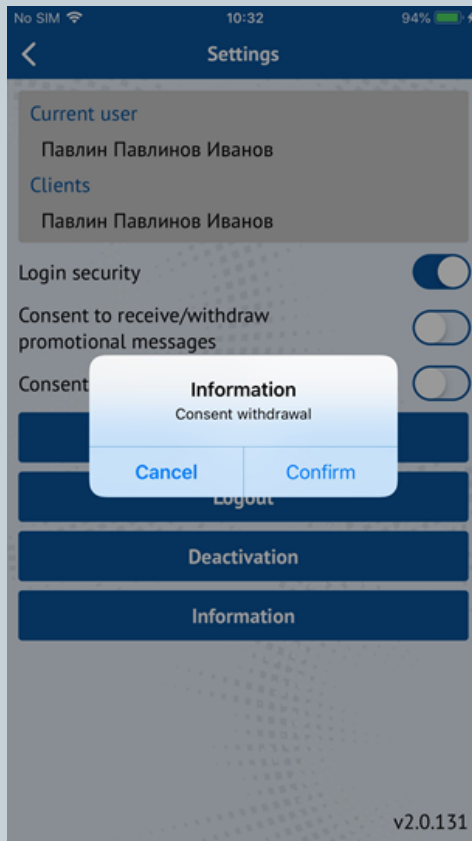
6.1. Open Settings

6.2. Turn the switch off

6. Deactivate Biometric Authentication

6.3. Message that states *"Consent withdrawal"* will be displayed

6.4. Biometric Authentication is deactivated