



MYQUINTET: USER GUIDE

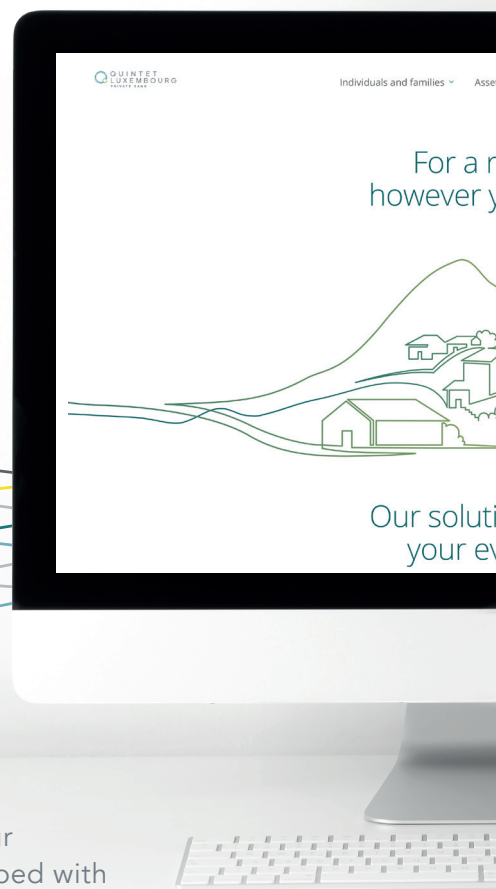


MYQUINTET: USER GUIDE

Thanks to your myQuintet personal digital area, you can check on the development of your portfolios in complete security from your computer, your tablet or your smartphone. The tool also allows you to communicate with

the team in charge of managing your assets. Here, we provide a step-by-step explanation of how to make the most of your myQuintet space, from installation to the use of the most advanced features.

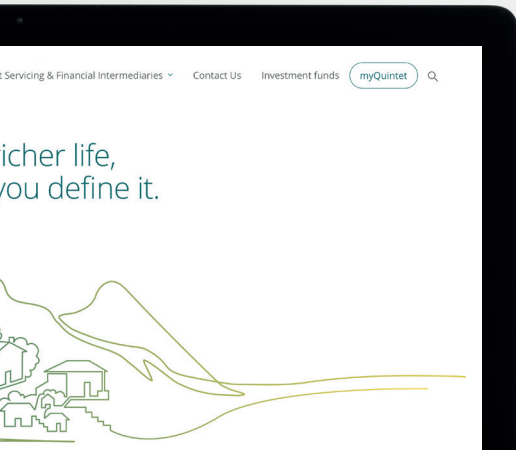
MYQUINTET CAN BE ACCESSED FROM YOUR PC, TABLET OR SMARTPHONE



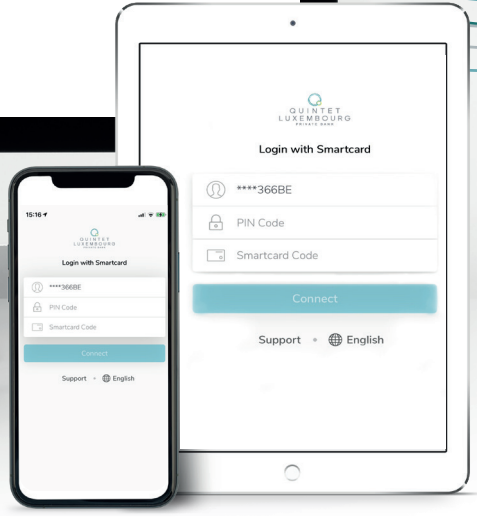
FROM YOUR PC, LOG ON TO THE DEDICATED CLIENT AREA ON WWW.QUINTET.LU

- Using a code generated by your SmartCard
- Reading a QR code with your smartphone or tablet equipped with the app **MyQuintet QR Code**

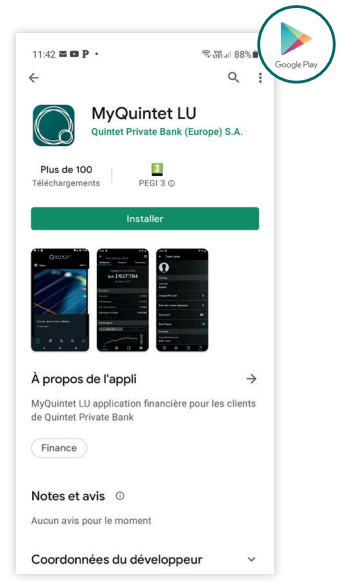
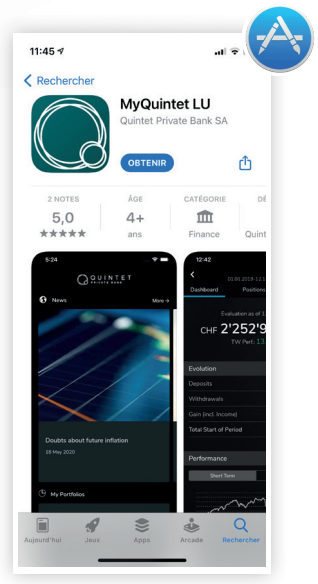




ons to meet every need



FROM YOUR TABLET OR SMARTPHONE, DOWNLOAD THE MYQUINTET APP FROM THE APP STORE OR GOOGLE PLAY STORE



FIRST STEPS

EQUIPMENT

Make sure you have the following three elements to hand:

1

Your **username**
in the form:
KB12345AB

2

Your **PIN-code**:
a code with a
minimum of 6 and
a maximum of 8
numbers

3

Your **SmartCard*** :
access card for
myQuintet

The myQuintet mobile application is available for all mobile devices operating on:

- **iOS 11.0** or higher (iPhone 5 and later, iPad 2 and later)
- **Android 8.0** (smartphone and tablet)

* Once you have your SmartCard, even if you haven't yet received your username and PIN, you can contact your Client Advisor.

DOWNLOADING

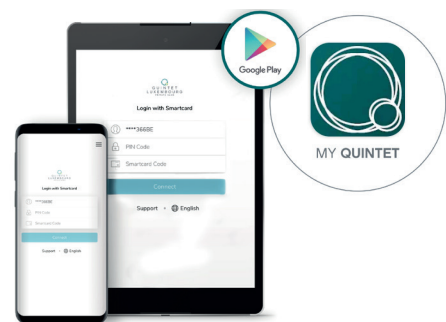
If you want to use myQuintet on a mobile device (smartphone or tablet), you first have to download and install the latest version of the application.

IF YOU USE IOS (IPHONE OR IPAD)



- 1 Go to the **App Store**.
- 2 Enter **myQuintet** in Search.
- 3 Choose the **myQuintet** application and click on **Download**.
- 4 Click on **Install**.
- 5 When the app has downloaded, click on **Open** or go to the **myQuintet** icon on your home screen.

IF YOU USE ANDROID (SMARTPHONE OR TABLET)



- 1 Go to the **Google Play Store**.
- 2 Enter **myQuintet** in Search.
- 3 Click on **Install**.
- 4 When the app has downloaded, click on **Open** or go to the **myQuintet** icon on your home screen.

CONNECTING

FROM YOUR PC

- 1 Go to **www.quintet.lu**** and click on **myQuintet** at the top right of the home screen.
- 2 Scroll down and click on «GO TO MYQUINTET.LU»
- 3 Choose **SmartCard** as the connection mode and if necessary change the language at the top right of the white identification frame.
- 4 Enter your **username** and **PIN**.
- 5 Click on **Press** on your SmartCard. A random 6-figure code will then appear on your card's screen. Enter this code in the Code field of the **SmartCard**.
- 6 Click on **Connect**.



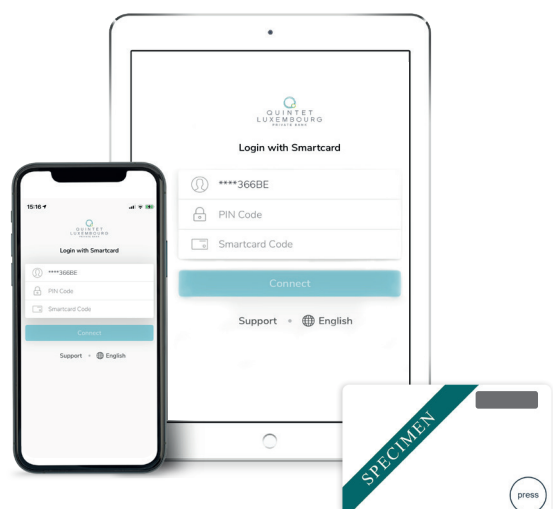
Congratulations: you are connected to your personal and secure myQuintet digital area.

**Recommended browser: Google Chrome

FROM YOUR SMARTPHONE OR TABLET

- 1 Open the application.
- 2 Enter your **username** and **PIN**.
- 3 Click on **Press** on your SmartCard. A random 6-figure code will then appear on your card's screen. Enter this code in the Code field of the **SmartCard**.
- 4 Click on **Connect**.

Congratulations: you are connected to your personal and secure myQuintet digital area. All you have to do now is accept the user licence and activate biometric recognition if your tablet or smartphone is equipped with it.





HOW TO CONNECT WITHOUT A SMARTCARD

You can access your myQuintet personal area without using your SmartCard. There are two options:

1. CONNECTING FROM YOUR PC WITH A QR CODE

- 1 Download the **myQuintet QR Code** application on to your smartphone or tablet from the App Store (IOS) or Google Play Store (Android).



- 2 Open the **MyQuintet QR Code** application.
- 3 Accept the General Terms and Conditions by clicking on **Confirm**.
- 4 Scroll through the 3 presentation screens using **Next page**.
- 5 Click **Start** to begin registering your mobile device:
 - A. Enter your username and click on **Next page**.
 - B. Enter your PIN and click on **Next page**.
 - C. Take your SmartCard and click on **Press**. Enter the random code displayed on your SmartCard's screen and then click on **Next page**.
- 6 Opt to activate the biometric functions or not.

- 7 Authorise the **myQuintet QR Code** application to access the camera on your smartphone or tablet. This allows the application to use the camera to read the QR Code (it never gives access to your photo library).
- 8 Go to www.quintet.lu, and click on **myQuintet** at the top right of the home screen.
- 9 Choose the **"QR-Code"** connection method.
- 10 Take your smartphone or tablet with the **myQuintet QR Code** app open and place smartphone or tablet in front of your computer screen. Enter your PIN in your smartphone or tablet, or use biometric recognition.

2. CONNECTING FROM YOUR SMARTPHONE OR TABLET USING BIOMETRIC RECOGNITION

If digital (Touch ID on iOS or Fingerprint on Android) or facial (Face ID on iOS or Face Unlock on Android) recognition is available and activated on your smartphone or tablet, the application will suggest activating it on first connection. You can always activate it in the **Client Center** menu. You can opt to identify yourself with your fingerprint or use facial recognition.

This option can also be activated in the myQuintet QR Code application.

FEATURES

PORTFOLIOS

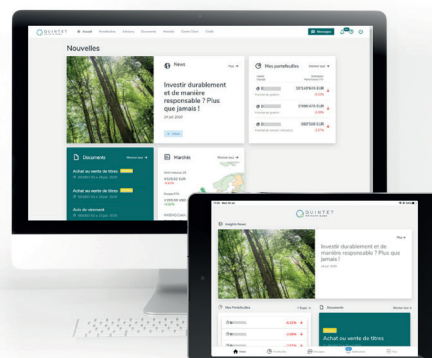
Take the pulse of your portfolio(s), thanks to a wide range of information presented in the form of figures, tables and graphs: changes over a given period, short- and long-term performance, breakdown by asset class and currency, the most important positions, the latest transactions, communications relating to your portfolio(s), your account history and your securities movements, etc.

DOCUMENTS

Consult and download your personal documents, such as transaction advice, portfolio estimations, account statements, depreciation reports, letters etc.

MARKETS

Browse the latest financial information, the performance of the main stock-market indices, exchange rates, interest rates, commodity prices, etc. You can even create a list of your favourite indicators, which you can view with a single click. The availability of this feature depends on the management mandate associated with a portfolio.



CLIENT CENTRE

Manage your settings, such as enabling facial or digital recognition, the language of your application, changing your PIN, etc.

MESSAGES

Communicate with your Client Advisor using a secure channel.

LOAN

See an estimate of your borrowing capacity from the bank based on the composition of your portfolio, as well as an overview of our loan solutions. In just a few clicks, you can carry out an initial personalised simulation and submit a loan application. The availability of this option in your secure area depends on the amount of assets you hold with Quintet.

If you have problems connecting or questions about using myQuintet, please contact our eBanking Helpdesk:

+352 4797 2500 - ebanking.helpdesk@quintet.com

The eBanking Helpdesk is open from Monday to Friday, from 8.00 am to 5.00 pm.

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