

Dear clients,

If you face any inconveniences while using winbank mobile application on gadget with Android or IOS operational systems you may contact call-center and represent the further information for identification and fixing the bug:

1. The brand and the model of the device, where the app. winbank mobile is used;
2. The version of mobile operational system, e.g. IOS 9.2, Android 6.0.1 and further necessary technical information.
3. The screenshot of an error which led to the application bug.

The realization of the error screenshot:

3.1. The screenshot of errors on any gadget working on the IOS platform is performed by pressing of the button «power», + «home»;

3.2. The screenshot of errors on any gadget working on the Android platform is performed by pressing combination of the buttons «power», + «volume down».



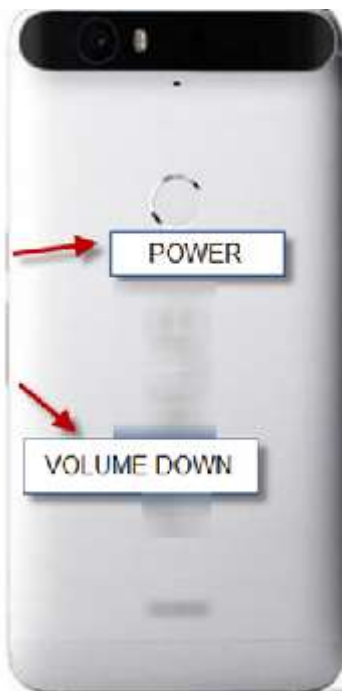
3.3. The screenshot of errors on any gadget working on the Android platform is performed by pressing combination of the buttons «power», + «volume down».

Tablets:

Let's take the Nexus trademark gadgets as example:



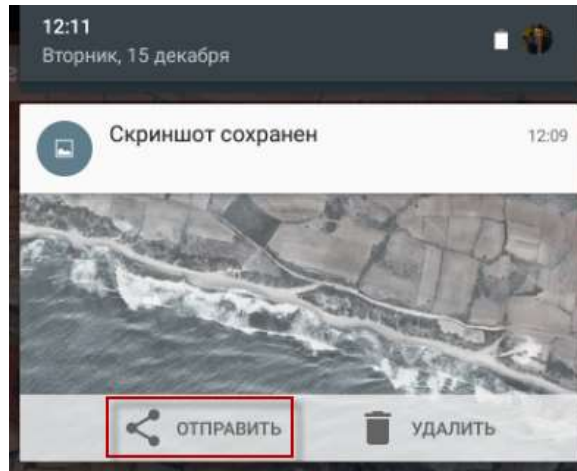
The Nexus smartphone:



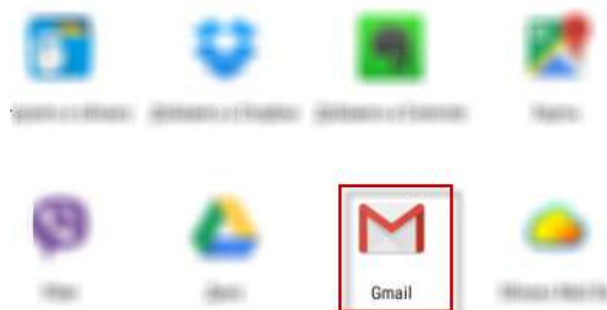
Sending the screenshot to the Bank:

For Android platform:

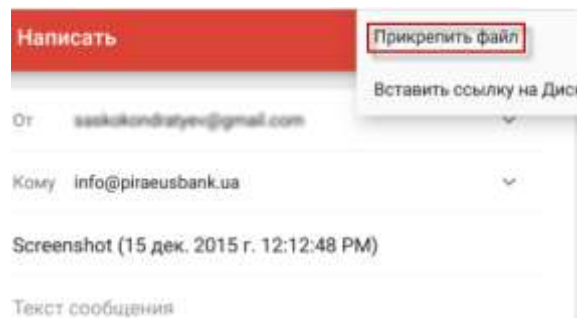
1. After taking a screenshot of an error, the system saves it to the "Gallery" automatically;
2. To send a screenshot choose the command "Send" from the menu.



3. From the list of available applications it's necessary to choose the e-mail app., with the help of which the screenshot will be sent to the Bank, Gmail for example.

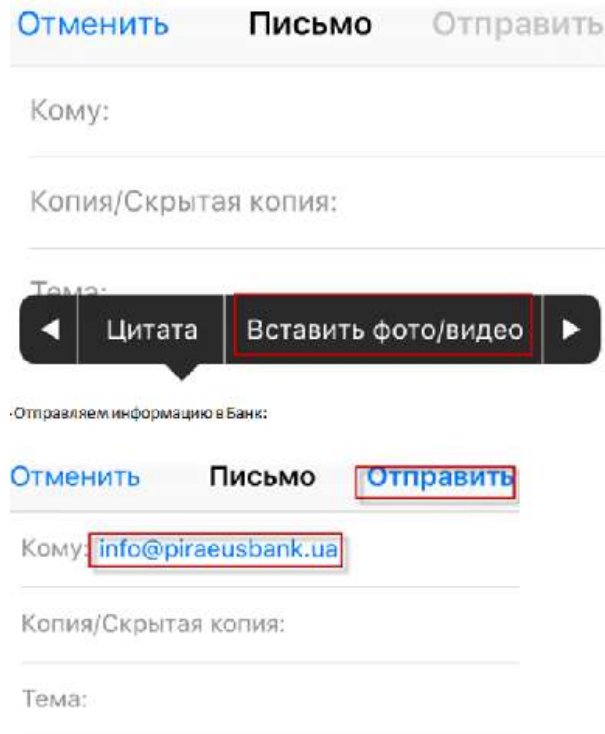


4. Attach to the letter a screenshot and send it to the Bank e-mail.



For IOS device:

1. After screening of the page with an error the system saves a picture in “Photo” - in the folder “Film” or in the folder “Screenshot” by default;
2. To send a screenshot to the Bank open “Mail” app, then attach a screenshot by a long pressing on any field of the screen and send it by e-mail to the Bank’s call-center: info@piraeusbank.ua



In case of any additional questions, please contact with call-center: 0800 30-888-0, by e-mail info@piraeusbank.ua or Skype Piraeusbank.connect.