

**IMPORTANT
INFORMATION**

Please read carefully
and keep it for future
references



For our EBICS customers

Secure access to your banking information following the system transition. Important changes and key information for you as a user of the EBICS system.

Our IT transition and EBICS: Important changes

The transition of our IT systems will result in technical changes for you as a user of the EBICS service. Please review carefully, which of these changes are relevant to you and your organisation.

We previously informed you about the upcoming transition to our new IT systems. From Monday, May 11, 2026, we will provide you with new and improved access options for EBICS. To help you get started after the transition, this flyer contains important information on preparation, initial setup and future use. If you encounter any difficulties during installation, feel free to contact us at any time and we will be happy to help



You can also find up-to-date information about the IT system change on our website (German language only):

marcard.de/de/aktuelles

Below you find the points you need to consider before the transition weekend (May 8–10, 2026). The following pages explain, what you need to keep in mind regarding your use of EBICS after the system transition is completed.

Before the transition: How to prepare

Service availability during the transition weekend

From Friday, May 8, 2026, 12:00 o'clock we will no longer be able to accept payment orders via the existing EBICS banking server. From Monday, May 11, 2026, 8:00 o'clock you can set up your new EBICS access and resume submitting payments via the new EBICS banking server.

Please ensure that all payment orders are fully authorised by Friday, May 8, 2026, 12:00 o'clock. Any payment orders that are not fully authorised will not be transferred to the new system. This also applies to orders authorised using the Distributed Electronic Signature (DES).

Note: To ensure that your payments due after May 8, 2026 are processed on time, please submit them well in advance of the transition.

Retrieve and save account information

Account information from the existing EBICS banking system will not be transferred to the new system. The old information can still be accessed via your current login details until May 31, 2026. However, this access will no longer work once you updated your login details. We therefore recommend that you take the following steps:

Step 1: Please download all files relevant to you from the current EBICS banking server before the transition weekend and store them securely for future use.

Step 2: The statements for the business day Friday, 8 May 2026, will be made available (as Camt.053 or MT940 files) following end-of-day processing and will be available for download from 5:00 am on Saturday, 9 May 2026. Please download these statements during the migration weekend or on the morning of Monday, 11 May 2026.

Step 3: Please switch to the new EBICS banking server only after you completed these steps. You will find the instructions and required details for the switch on the next page.

From 11 May 2026: Setting up in just a few steps

To resume payments via EBICS on Monday, May 11, 2026, 8:00 o'clock, you will have to update your URL and hostname stored in your EBICS software once and perform an HPB update. Please ensure your organisation is able to carry out these steps immediately following the transition – with support from your IT administrators if needed. After the transition, the EBICS banking server will only accept encryption keys with a minimum length of 2,048 bits.

Remember: Once you switched your access details, you will no longer be able to access data or transaction records from the previous EBICS banking server. Please back up all relevant information before switching to the new URL.

Three steps for your switch

Step 1: Change the URL and hostname in your EBICS software. If necessary, access to the new URL has to be allowed by your IT infrastructure team.

The new URL is: <https://ebics.multivia-suite.de/ebicsweb/ebicsweb>

The new hostname is: MULTIVIA

Step 2: Retrieve the banks public key using the HPB order type. Please note that this step usually requires administrator rights.

Step 3: Verify the hash code of the new EBICS banking server. The following hash codes apply for EBICS access from 11 May 2026:

Hoo4/Hoo5 with encryption	Hoo5 with certificates (EBICS version 3.0)
Authentication Xoo2 88 74 C8 0B 8C 15 F3 B8 36 B2 2A 6B A6 71 73 61 7D ED 21 54 BC EE 33 36 10 27 08 29 E1 A8 29 8B	Authentication Xoo2 45 6A 05 CF 11 CD 31 48 8B 5A Fo 9A 6D AB 44 FC D7 9D 8D 70 DE F1 15 69 43 Fo 6E D7 61 B7 08 D9
Encryption Eoo2 C4 03 6E 7D 17 31 7B 8F 8C DE 3C D2 C8 1E ED 3C 4E 3F BD 92 4D A3 F3 Co B4 24 E5 16 0A 27 FE 48	Encryption Eoo2 33 E8 DA FF E3 07 35 69 EC 5E Co 61 1B B3 16 4B EF CC F6 6B C9 5A AE 89 3B 7E DA 09 DA 2E FF 87

Important Note: an assistant may be available to guide you through the switch. If available, the assistant will usually open automatically the first time you log in after the transition. Please back up your data before proceeding. Your software provider can answer any questions regarding setup or the assistant. If you have any general questions about the transition, we will be happy to help.

FAQ to possible error messages during setup

- **Unable to establish a connection?** Please check the URL or hostname carefully for typos.
- **Is the new URL blocked by your firewall or antivirus software?** The URL may need to be allowed. In most cases, you will need to contact your IT system administrator for assistance.
- **Your EBICS software does not yet recognise the new URL or does not have a valid SSL certificate for it?** Please confirm the relevant certificate request – if necessary, with the help of your system administrator.
- **The HPB request was missed?** The HPB key can still be retrieved afterwards.

From 11 May 2026: This applies after the transition

Cut-off times for payment orders remain the same

Your EBICS access will continue to be available 24/7. Submitting and authorising payment orders by 16:00 o'clock guarantees same-day processing of your payments. This applies to all types of money transfers, in particular SEPA, SWIFT and TARGET2. Payment orders submitted after 16:00 o'clock will be scheduled for the next processing day, excluding weekends and public holidays.

Other technical changes

Submission of SEPA files: Our new system now only accepts payments that comply with the currently valid format version in line with the EBICS guidelines. For more information, visit: www.ebics.de/de/datenformate/gueltige-version

Verification of Payee – VoP: From 11 May 2026, it will be possible to submit payments with payee verification via the EBICS procedure. The relevant data exchange terms and conditions will then be available on our website. When payment files are submitted with VoP, the payee is verified by the payee's bank. Payments via the CTV order type can now be found in the VEU authorisation folder and must be authorised again before they are processed.

Instant payments: From 11 May 2026, we will offer instant payments via EBICS (CIP or CIV). The relevant terms and conditions for electronic payment transactions will be available on our website in good time.

Electronic account statements: From 11 May 2026, electronic account statement will only be provided in the camt.053 (C53) format.

Do you have any questions? We're happy to help!



marcard.de/de/aktuelles

You can find information and further assistance on our website regarding the IT transition (German language only).



Personal support

Your advisor will be happy to assist you with any further questions or requests you may have.