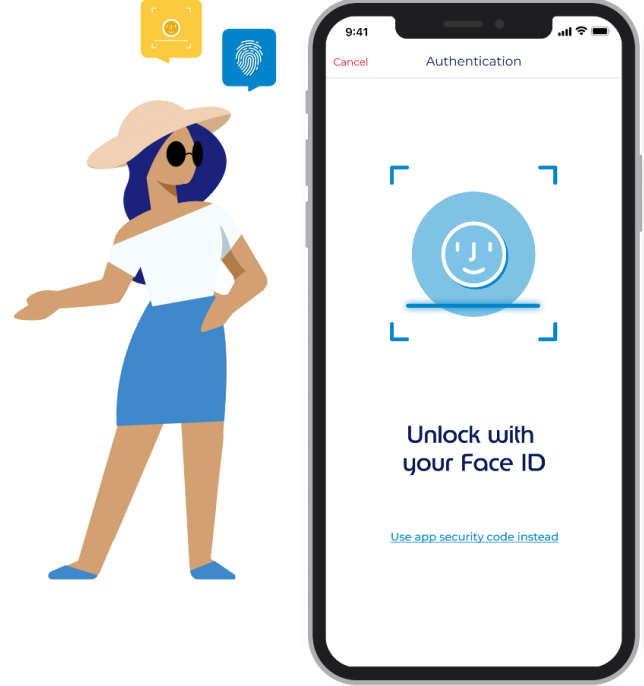




MYEDENRED® APP & BIOMETRICS

Activation & User Manual





Contents

1. MyEdenred® app & use of biometric data
2. End-2-end user experience
3. Frequently Asked Questions

An aerial photograph of a busy pedestrian crossing with white zebra stripes on a dark asphalt road. A large, semi-transparent red circle is centered over the image, containing the text. Numerous people are walking across the crossing in various directions.

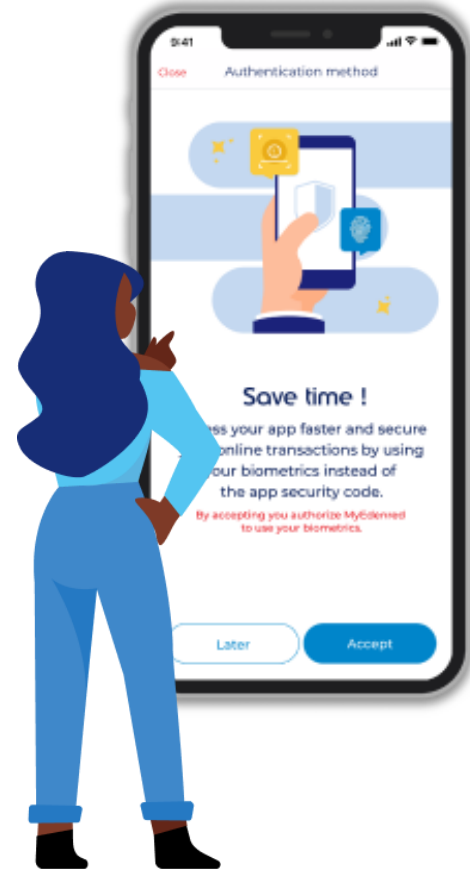
01. MyEdenred® app & biometric data

INTRODUCTION

MyEdenred® app is constantly evolving and becomes even more secured, flexible, and user-friendly!

All Edenred cardholders, enjoy the ultimate MyEdenred® app digital experience, with the **flexibility biometrics** can offer.

Now, **confirming your identity** when logging-in to the app is performed **quickly & easily** with just one glance or touch, without the need of adding your MyEdenred® credentials.



INTRODUCTION

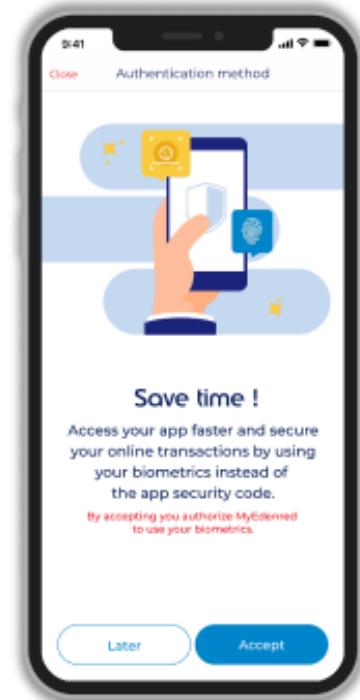
In less that 1 minute, you will have completed the process – Get ready to enjoy a frictionless, fast and safe journey!

STEP 1

- ▶ **Login to your MyEdenred® app** – a screen appears asking you to start the set up – You will then have to **set up** an **App Security Code** that is linked to your MyEdenred® account adding an extra layer of security.

STEP 2

- ▶ You will then be asked to **authorize** the use of your **biometrics** (fingerprint and/or face recognition depending on your device).

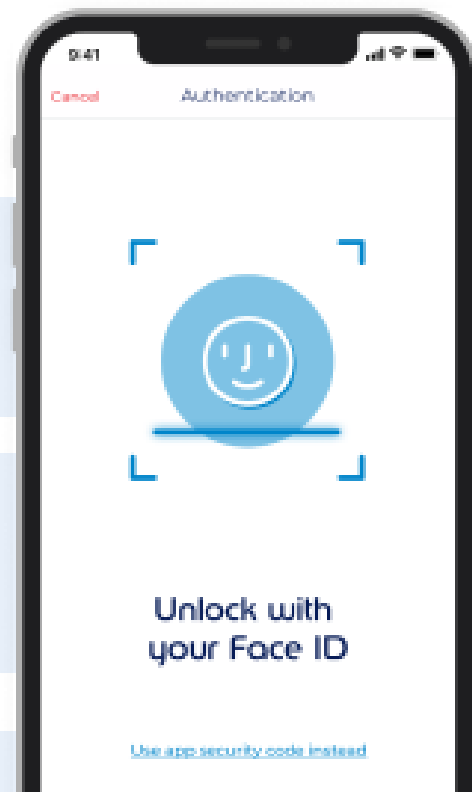
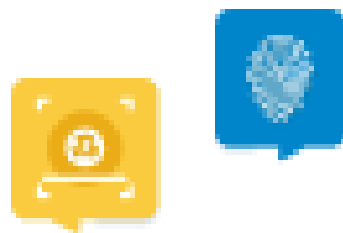


An aerial photograph of a busy pedestrian crossing with white zebra stripes on a dark asphalt road. A large, semi-transparent red circle is centered over the image. Inside the circle, the text '02. End-2-end user experience' is displayed in white. The background shows a diverse group of people walking in various directions across the crosswalk.

02. End-2-end user experience

1/5

Activating the use of biometrics



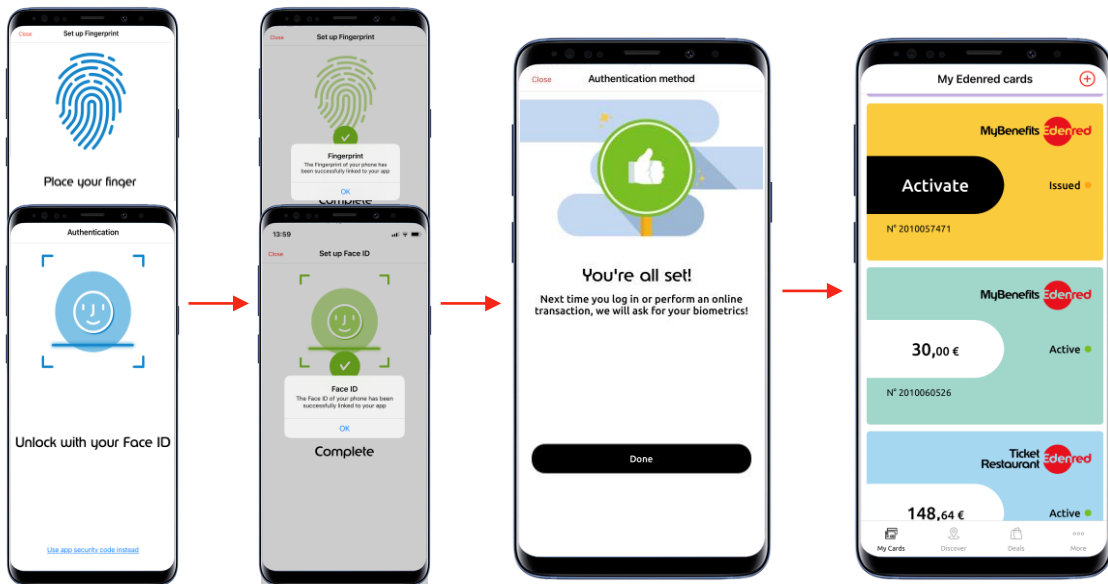
APP SECURITY CODE & BIOMETRICS SET UP (1/2)



1. Visit MyEdenred® app & login to your account or create a new one
2. Add your email & password in order to login to your account
3. You get prompted to start the process by setting up your app security code
4. Enter the 4-digit app security code of your choice
5. Confirm the 4-digit app security code of your choice
6. You get prompted to set up your biometrics to avoid using the app security code¹

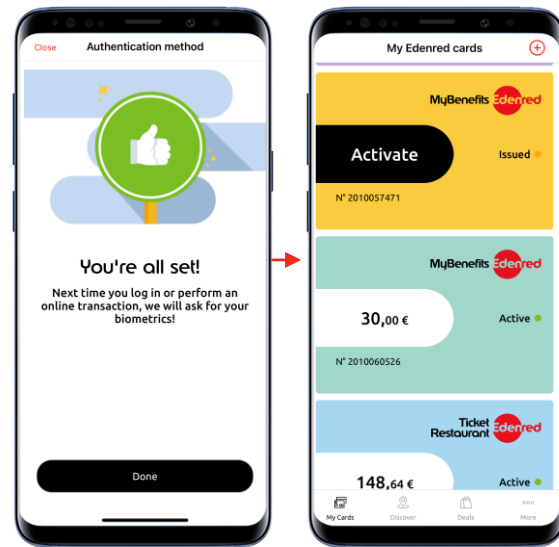
APP SECURITY CODE & BIOMETRICS SET UP (2/2)

Device with Biometrics



7. You are prompted to use face ID or finger ID (that is already set in their device)
8. Once your face ID or finger ID are added, the process is completed
9. You have now successfully set up your app security code and biometrics ...

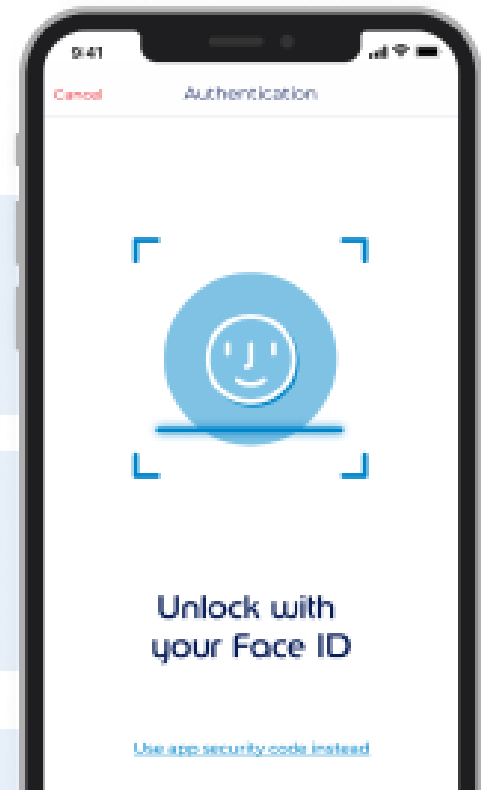
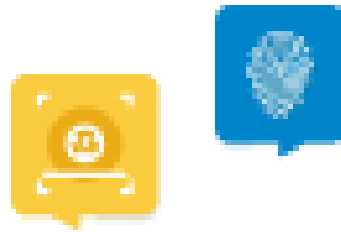
Device without Biometrics



7. You have successfully set up your app security code...
8. ... and being transferred to 'My Cards' section
10. ... and being transferred to 'My Cards' section

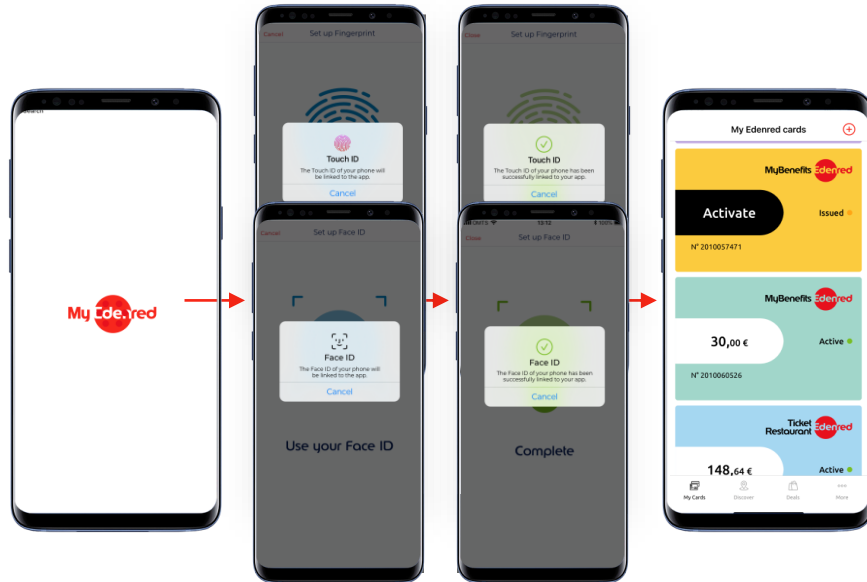
2/5

MyEdenred® login via biometrics



STANDARD APP LOGIN

Login with biometrics



1. Launch MyEdenred® app

2. You are asked to unlock the app with your biometrics

3. You have successfully gained access to your app

Login with App Security Code¹

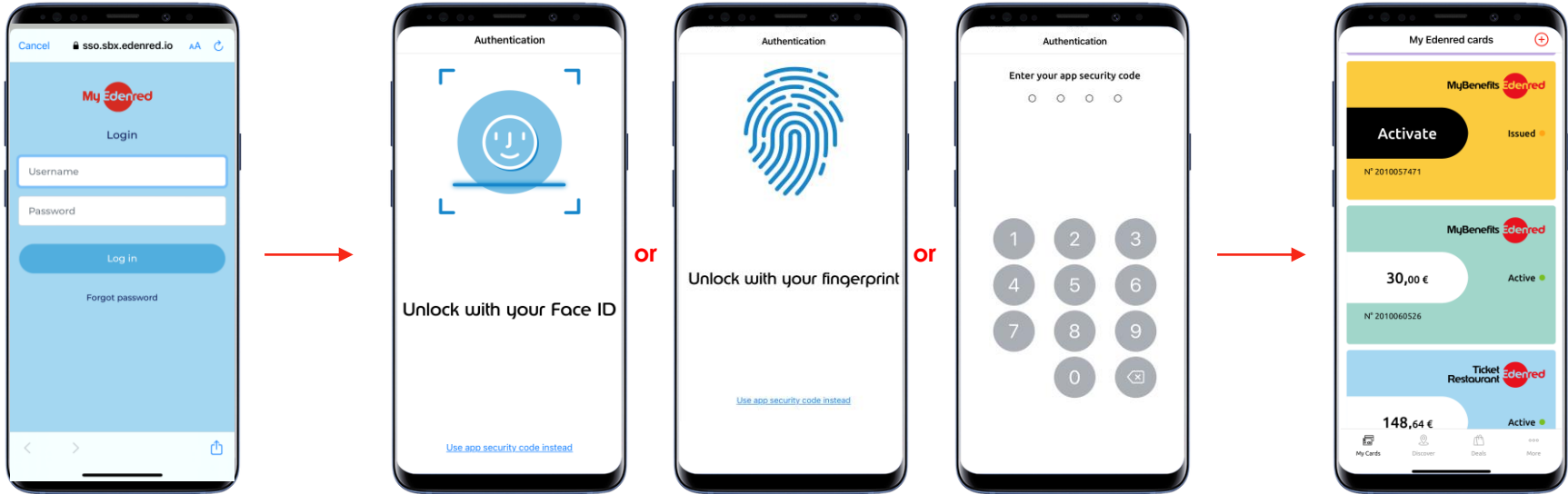


1. Launch MyEdenred® app

2. You are asked to unlock the app with your app security code

3. You have successfully gained access to your app

LOGIN AFTER 90 DAYS OF INACTIVITY OR AFTER LOG-OUT



1.

Launch
MyEdenred®
app

2.

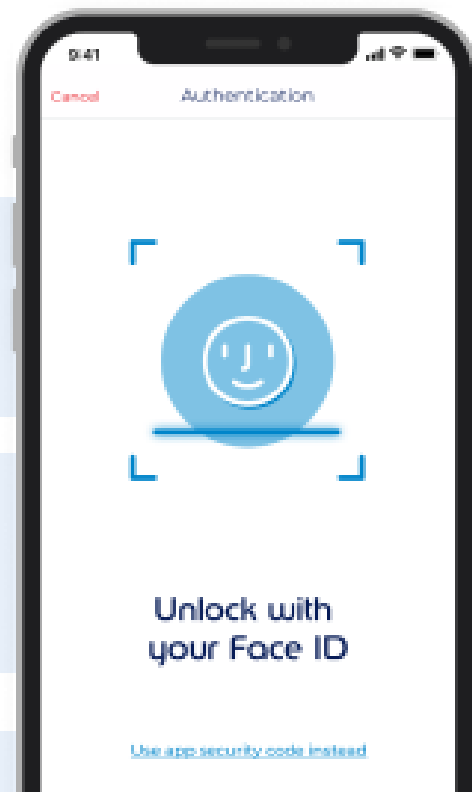
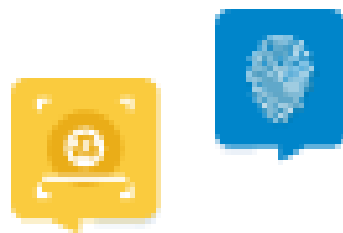
You are asked to unlock
the app with your
biometrics or app
security code

3.

You have
successfully
gained access to
your app

3/5

Login authentication errors management



GATEWAYS VS. AUTHENTICATION ERRORS

Flexibility and security of your MyEdenred® account is our priority!

01.



WRONG BIOMETRICS

After **3 wrong attempts** of adding your **Face ID or Fingerprint**, you will be asked to add your **App Security Code**

02.



WRONG APP SECURITY CODE

After **3 wrong attempts** of adding your **App Security Code**, your MyEdenred® **account will be blocked**

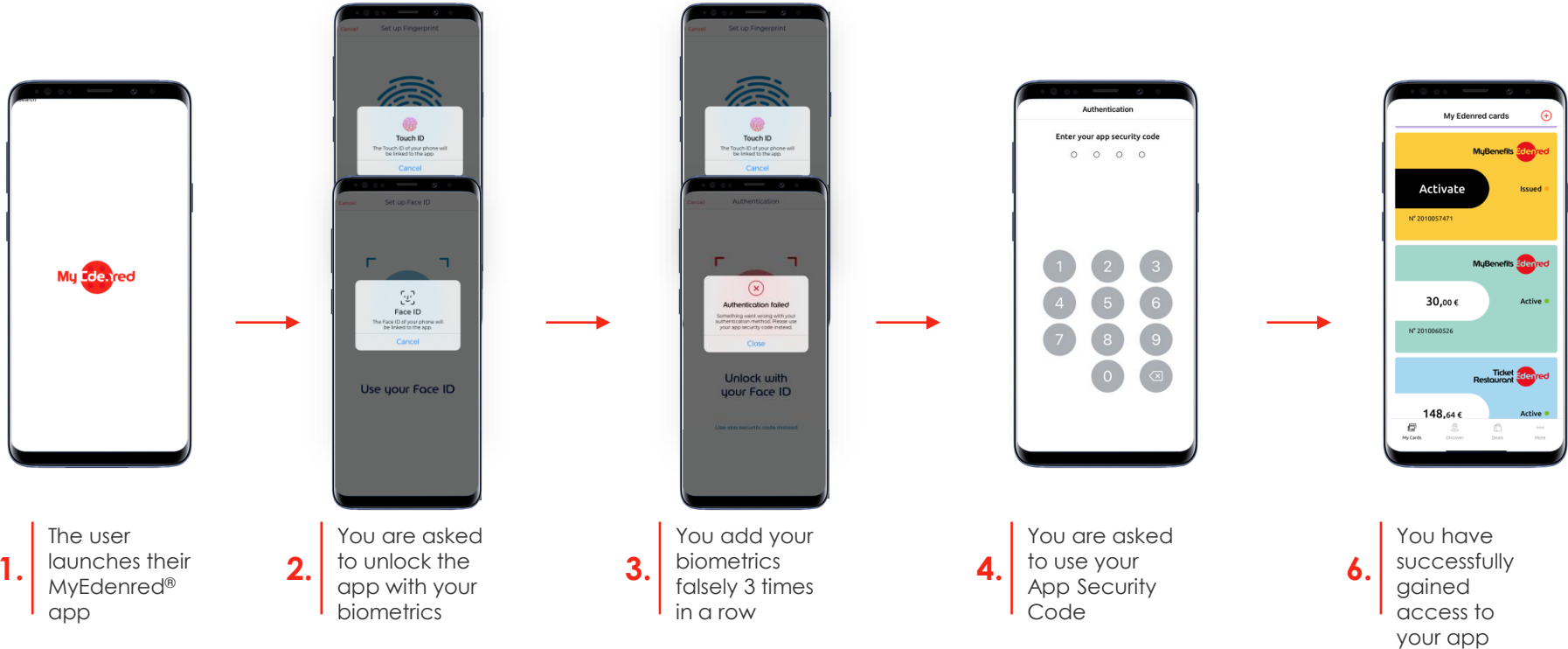
03.



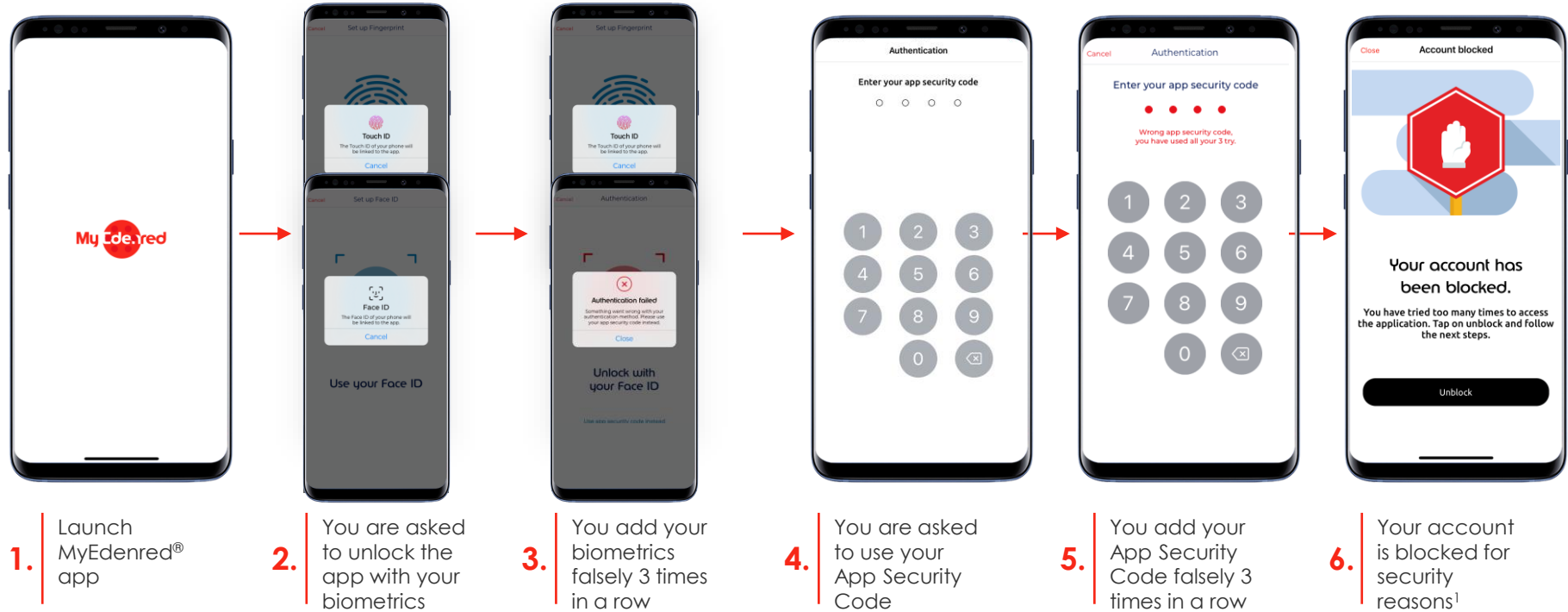
UNBLOCKING MYEDENRED

To **unblock** your account, you will receive a **temporary unblock code by email** which then will have to add in the app to set up a **new App Security Code**

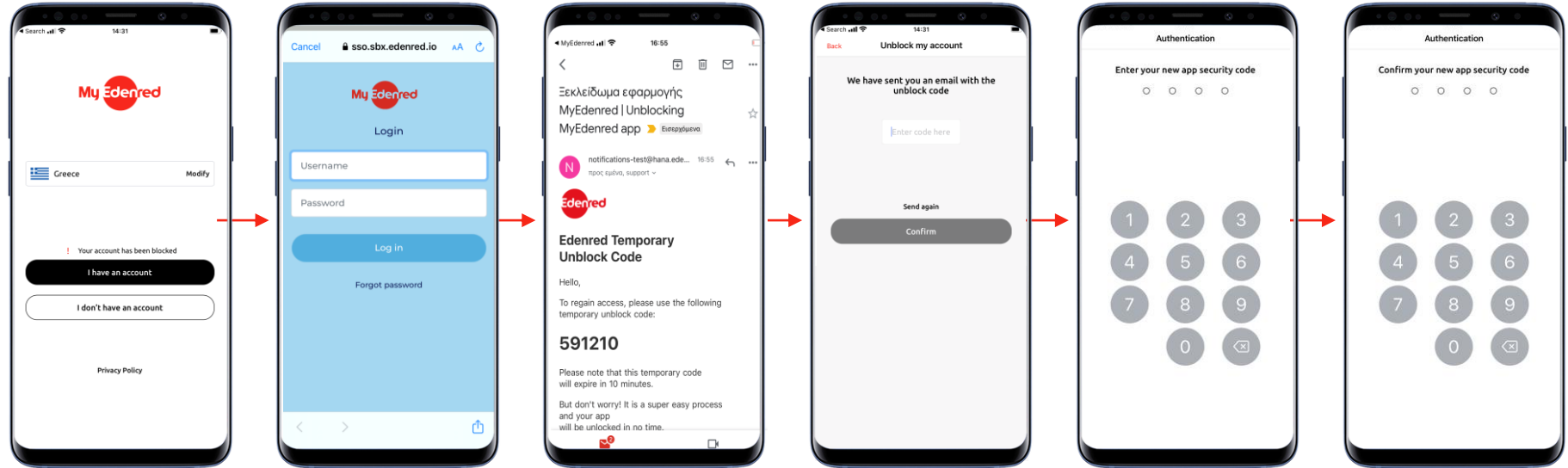
LOGIN VIA SCA | 3X WRONG BIOMETRICS



LOGIN VIA SCA | 3X WRONG BIOMETRICS & APP SECURITY CODE

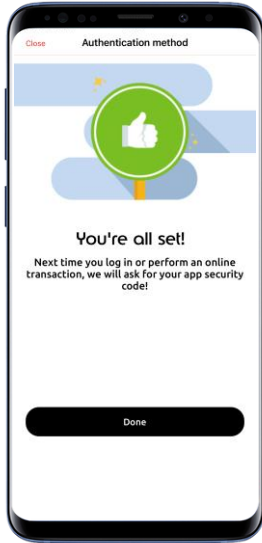


LOGIN VIA SCA | UNBLOCKING MYEDENRED APP

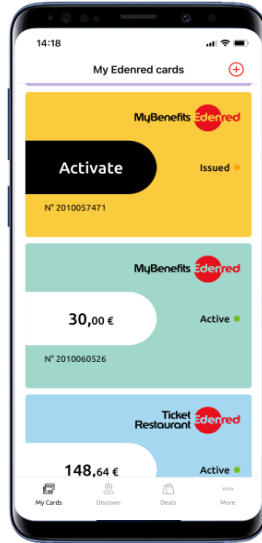


7. After tapping on 'Unblock', you are transferred to the home screen & tap 'I have an account'
8. Add your email & password in order to login to your account
9. You receive an email with the one-time password
10. Enter the one-time password to unlock your account
11. Add a new App Security Code of your choice
12. Confirm the new App Security Code of your choice

LOGIN VIA SCA | UNBLOCKING MYEDENRED APP



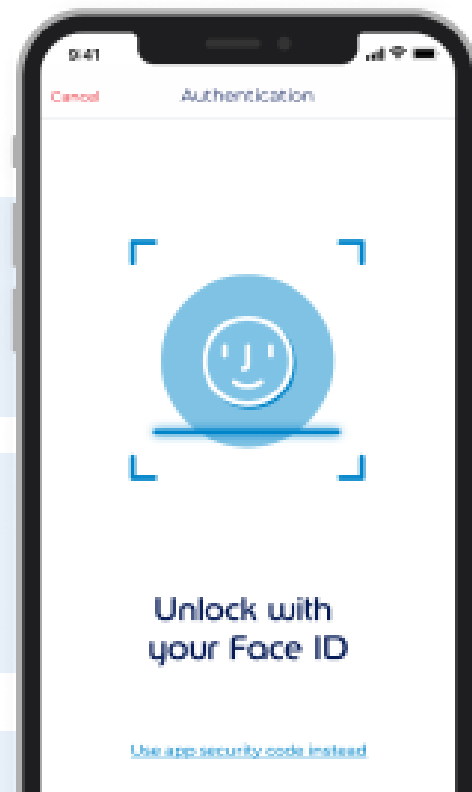
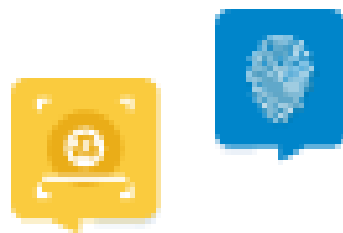
13. You are ready - the account is now unblocked



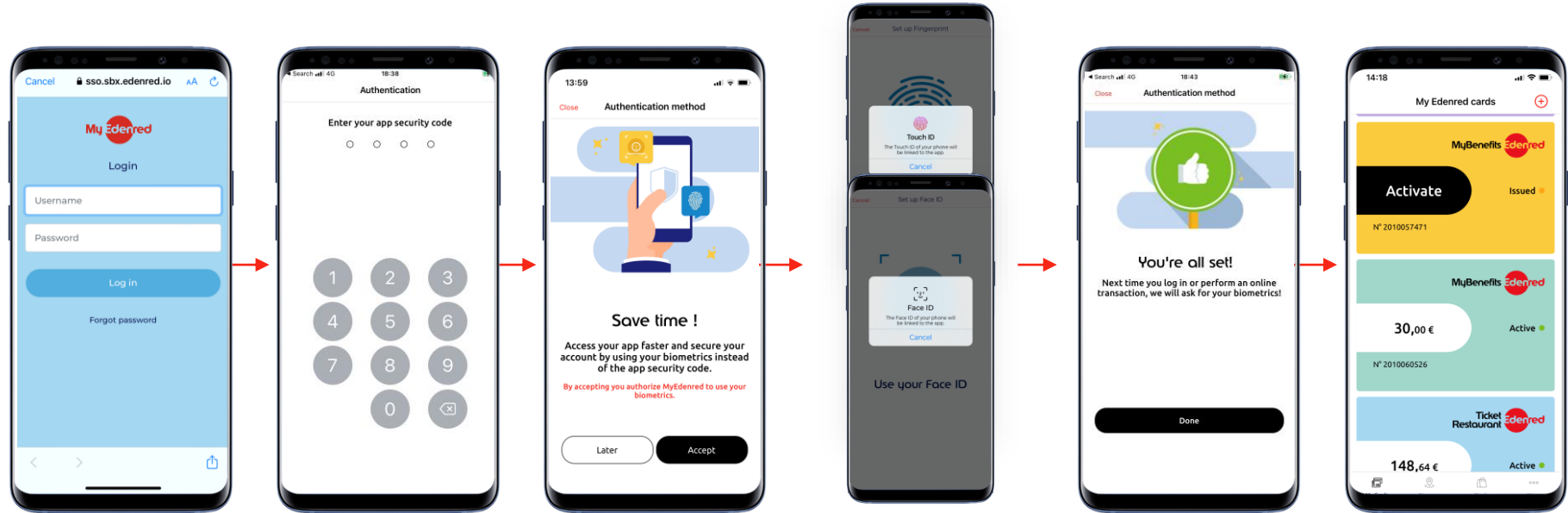
14. You have successfully gained access to your app

4/5

Connecting to
MyEdenred®
account in a
new device

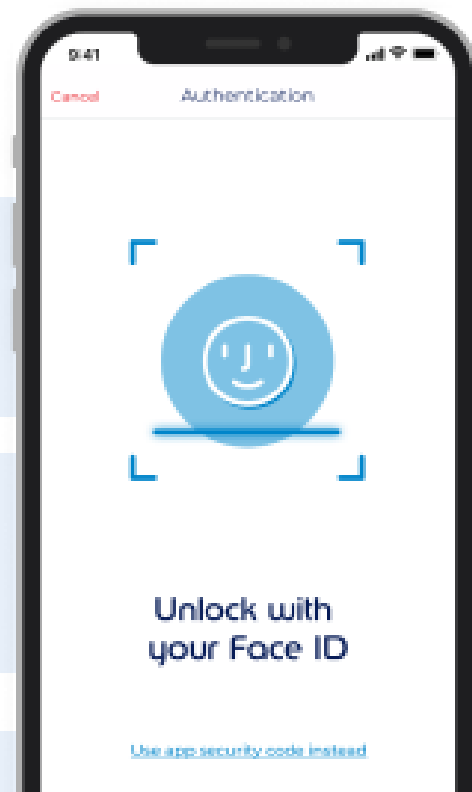
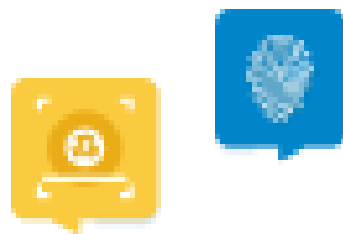


LOGIN TO MYEDENRED VIA A NEW DEVICE

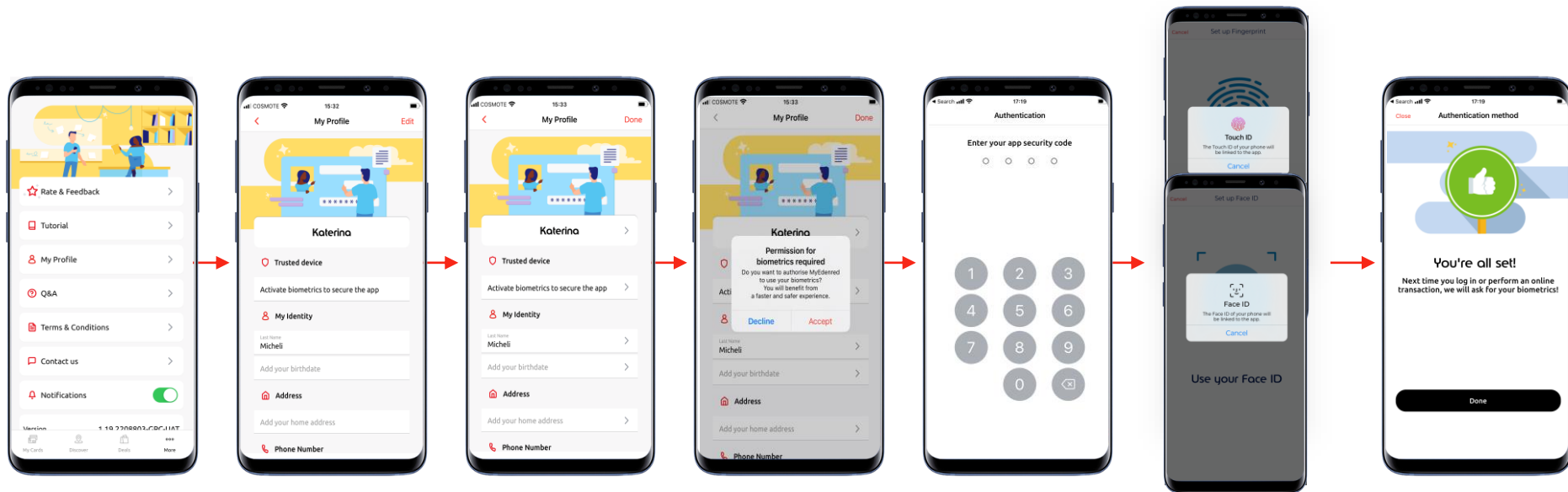


1. Add your email & password in order to login to your account
2. Unlock the app with your 4-digit app security code
3. Add your email & password in order to login to your account¹
4. Link your biometrics to the app
5. You have successfully set up your app security code and biometrics ...
6. ... and being transferred to the 'My Cards' section

5/5 Switch biometrics ON/OFF

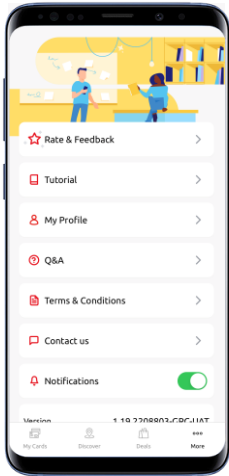


SWITCH BIOMETRICS ON (1/2)

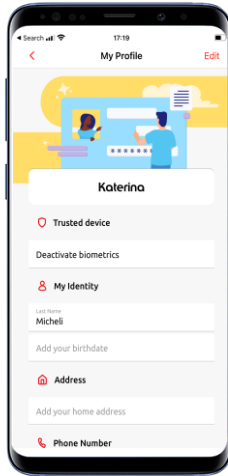


1. Visit the 'More' section, and select 'My Profile'
2. In order to make changes, you will have to tap on 'Edit' on the upper right corner
3. Select 'Activate biometrics to secure the app'
4. Give your permission for the use of biometrics
5. Insert your App Security Code
6. Add your biometrics depending on their device
7. And the process is completed!

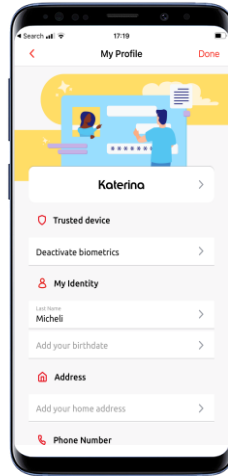
SWITCH BIOMETRICS OFF (2/2)



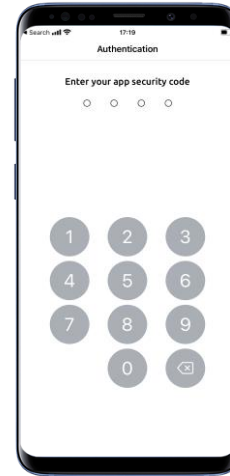
1. Visit the 'More' section, and select 'My Profile'



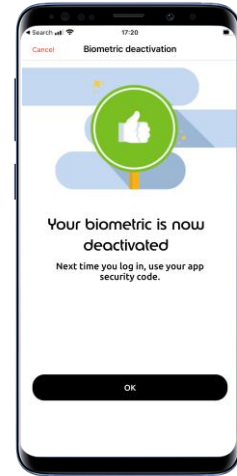
2. In order to make changes, you will have to tap on 'Edit' on the upper right corner



3. Select 'Deactivate Biometrics'



4. Insert your App Security Code



5. And the process is completed!

An aerial photograph of a busy pedestrian crossing with white zebra stripes on a dark asphalt road. Numerous people are walking across the street in various directions. A large, semi-transparent red circle is centered over the image, containing the text '03. Frequently asked questions'.

03. Frequently asked questions

FREQUENTLY ASKED QUESTIONS

SCA (1/2)

1. **What is app security code?** App security code is a 4-digit code for securing users' MyEdenred® account as this code is binding to the MyEdenred® account/app and not to the device. Each user will need this code to unlock their app and more. **Note:** this is not the PIN code for paying with at a merchant's store.
2. **How to set up my app security code and biometrics?** When a user is prompted to the app to set up their app security code and biometrics, they are to follow the steps below:
 - 1) Choose a 4-digit app security code. They will need this code to unlock your app, secure online transactions and more.
 - 2) Confirm the app security code by typing it again.
 - 3) If their device supports biometrics (face or fingerprint recognition), they can choose to use this method instead of the app security code (Note: your app security code may be asked in the future if biometrics fail).
 - 4) Enjoy a secured account.
3. **How to switch on/off biometrics?** Visit MyEdenred® app and follow the below steps:
 - 1) Access the app settings section from the bottom menu and select 'My profile'
 - 2) Select 'Secure the app with biometrics'
 - 3) Authenticate the action by typing your app security code.
 - 4) You're done.

FREQUENTLY ASKED QUESTIONS

SCA (2/2)

- 4. I have forgotten my app security code, what do I do?** If you don't remember your app security code, you can easily change it via the app by following the steps below:
- 1) After adding 3 wrong app security codes consecutively, your app gets blocked, and you are prompted to unblock it. **Note**, if you have linked your MyEdenred account to more than 1 devices, you will have to complete the unblocking process from the same device that you blocked your account.
 - 2) Tap on the 'Unblock' button and connect with your credentials (username and password).
 - 3) Add the unblock code that you received in the email address linked to your MyEdenred® account and tap on the 'Confirm' button
 - 4) Choose a new 4-digit app security code and confirm it by typing it again.
 - 5) You're done.
- 5. How to unblock my app ?** If someone else attempted to connect to your account, your app will be blocked in order to protect your data and money. You can unblock your app by following those easy steps:
- 1) Visit MyEdenred® app, tap on "Unblock" button & connect with your credentials (username & password).
 - 2) Add the unblock code that you received in the email address linked to your MyEdenred® account and tap on the 'Confirm' button
 - 3) Choose a new 4-digit app security code and confirm it by typing it again.
 - 4) You're done.

Please be noted that if you block your app in a device 'A', you will need to follow the unblock process from the same device 'A'. Otherwise, you will have to contact our Customer Service to erase all associated devices from your account and allow you to start the SCA onboarding .

We
connect,
You
win