



ACTIVATION GUIDE

NEW APPLICATION

Union Bank Live








Union Bank

A brand-new digital experience is now available at Union Bank.

We're excited to introduce our redesigned app featuring a modern interface, simplified navigation, and enhanced security. The entire platform has been upgraded to deliver faster, more efficient service.

What's New?

-  Sleek, modern design
-  Streamlined user experience
-  Advanced security technology
-  New and improved features
-  Two dedicated platforms: one for **Individuals**, one for **Businesses**

Where to Download?

You can find the app on the **App Store** or **Google Play**:



“Union Bank Live” for individuals or **“Union Bank Business”** for businesses

Need Help?

E-mail: callcenter@unionbank.al

Customer Care Line (Contact Center)

 +355 4 238 91 11

More info: <https://www.unionbank.al/>

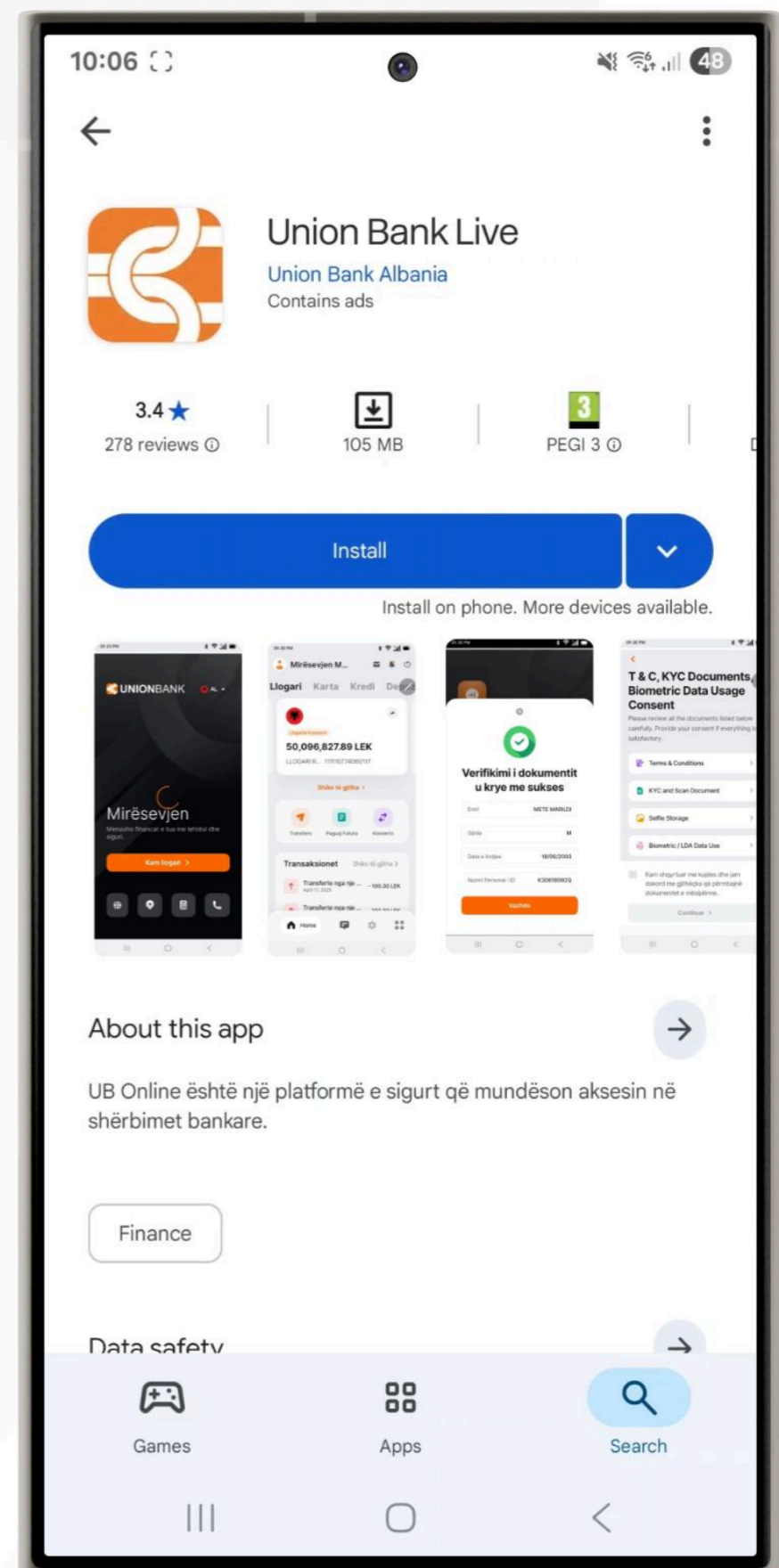
Important Notes Before You Begin

To ensure a smooth activation process:

- ✓ Make sure your identification document is valid. If expired, please visit one of our branches to update it.
- ✓ Enable biometric security features on your device (Face ID or Fingerprint).
- ✓ Set your device language to English or Albanian.

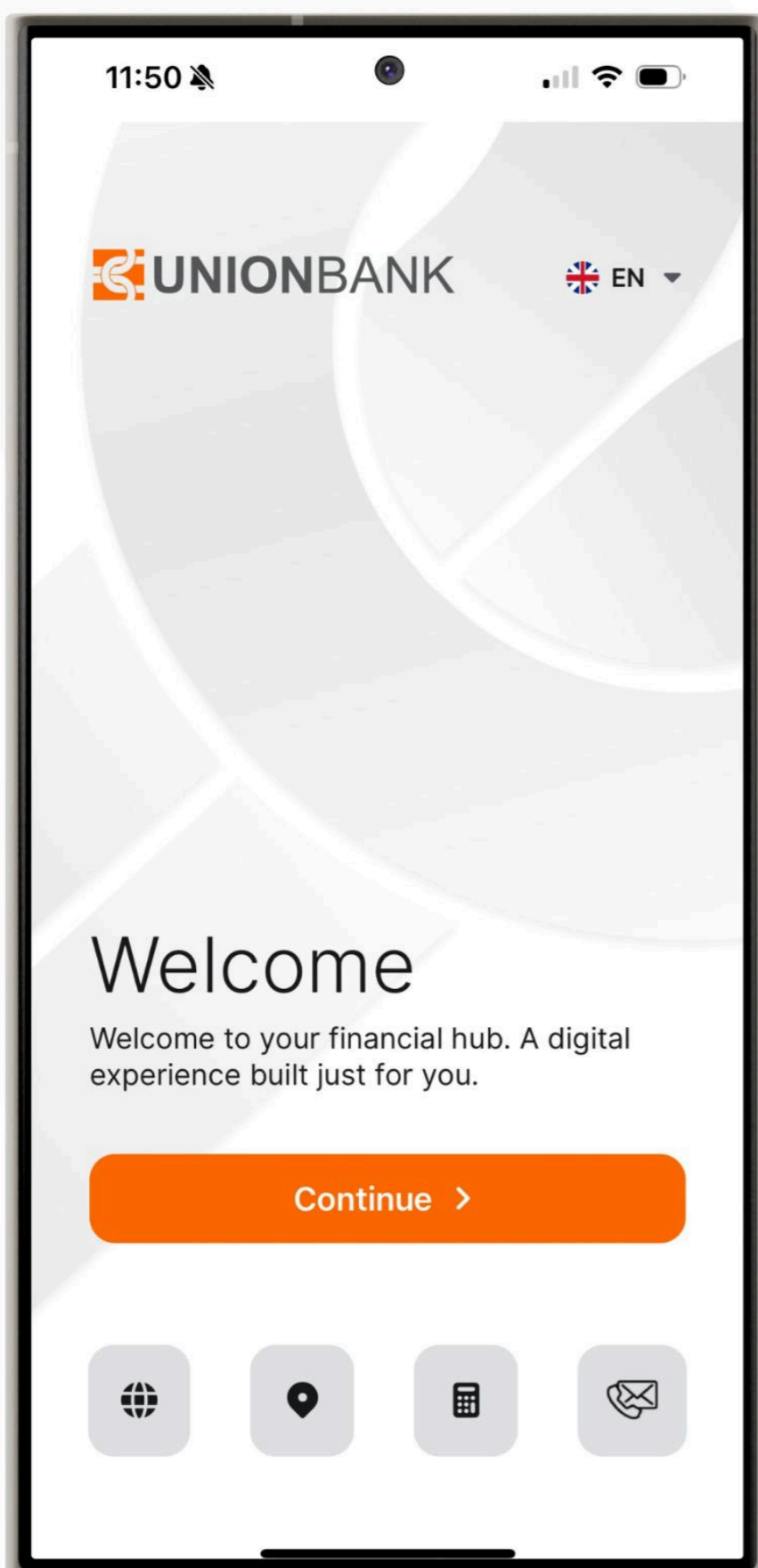
1. Download the new app

As an individual user, download **Union Bank Live**.



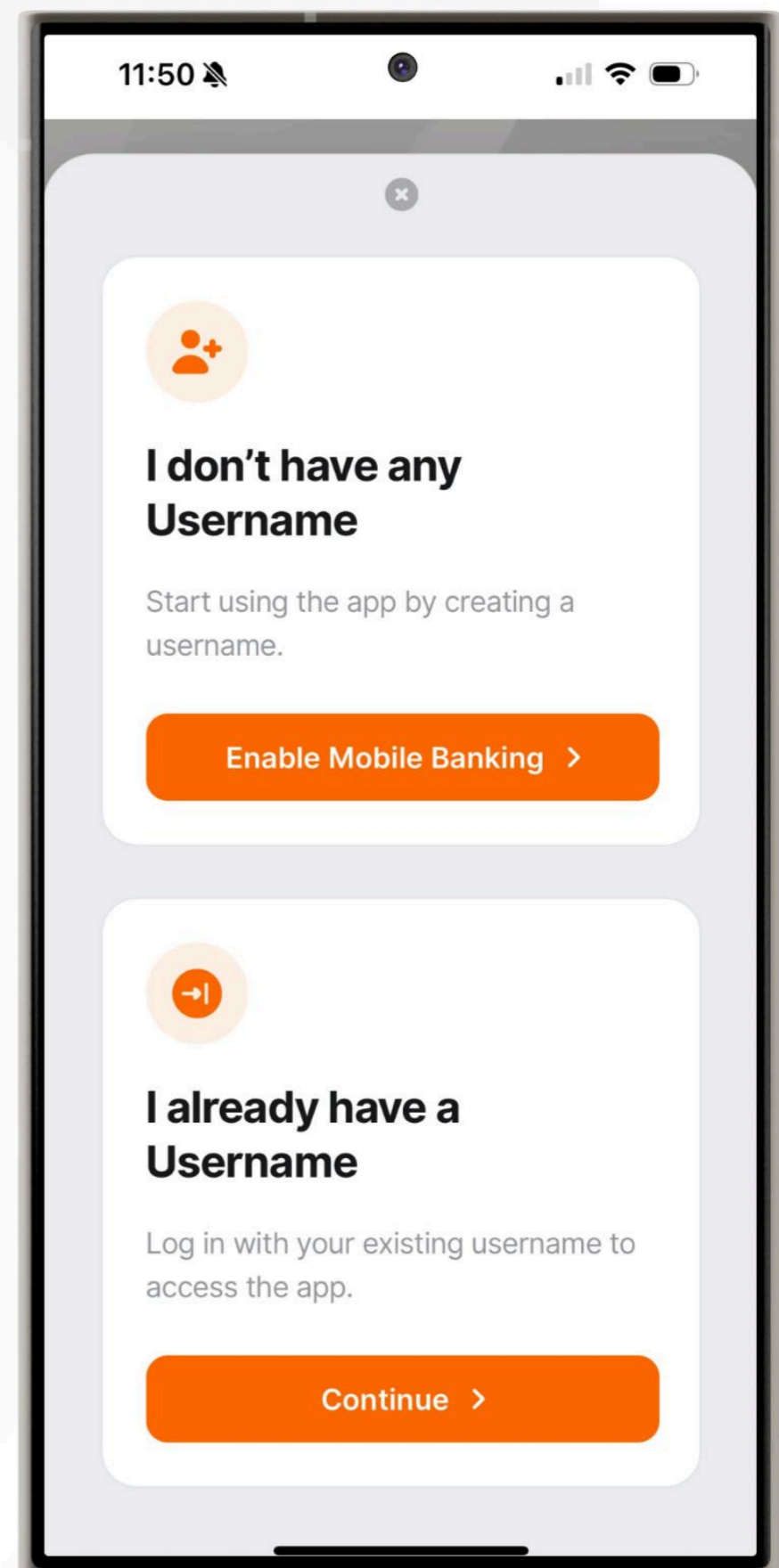
2. Start the activation process

Tap the **“Continue”** button to begin.



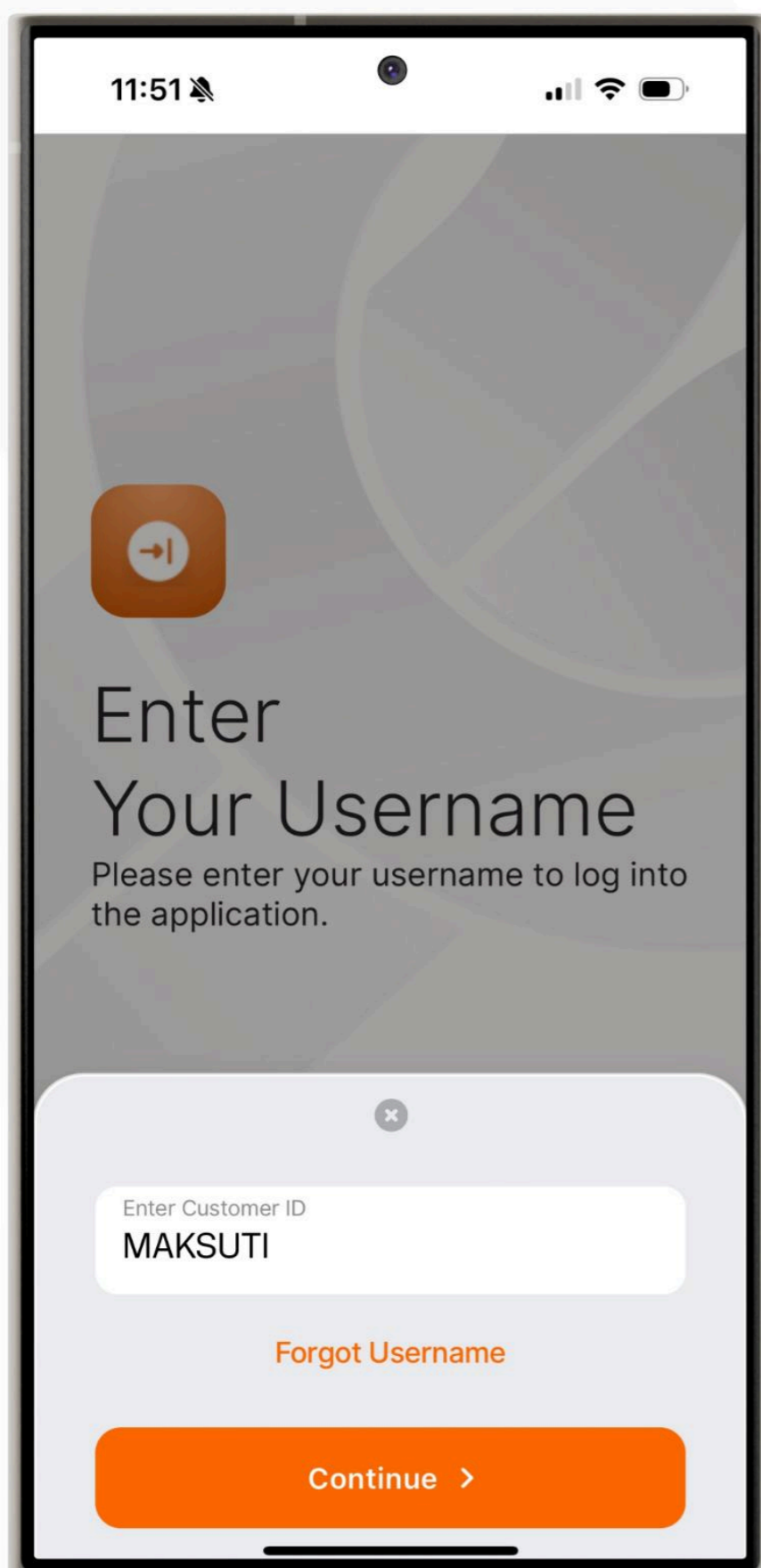
3. Continue

“**Enable mobile banking**” if you are a new user or “**Continue**” if you already have a username.



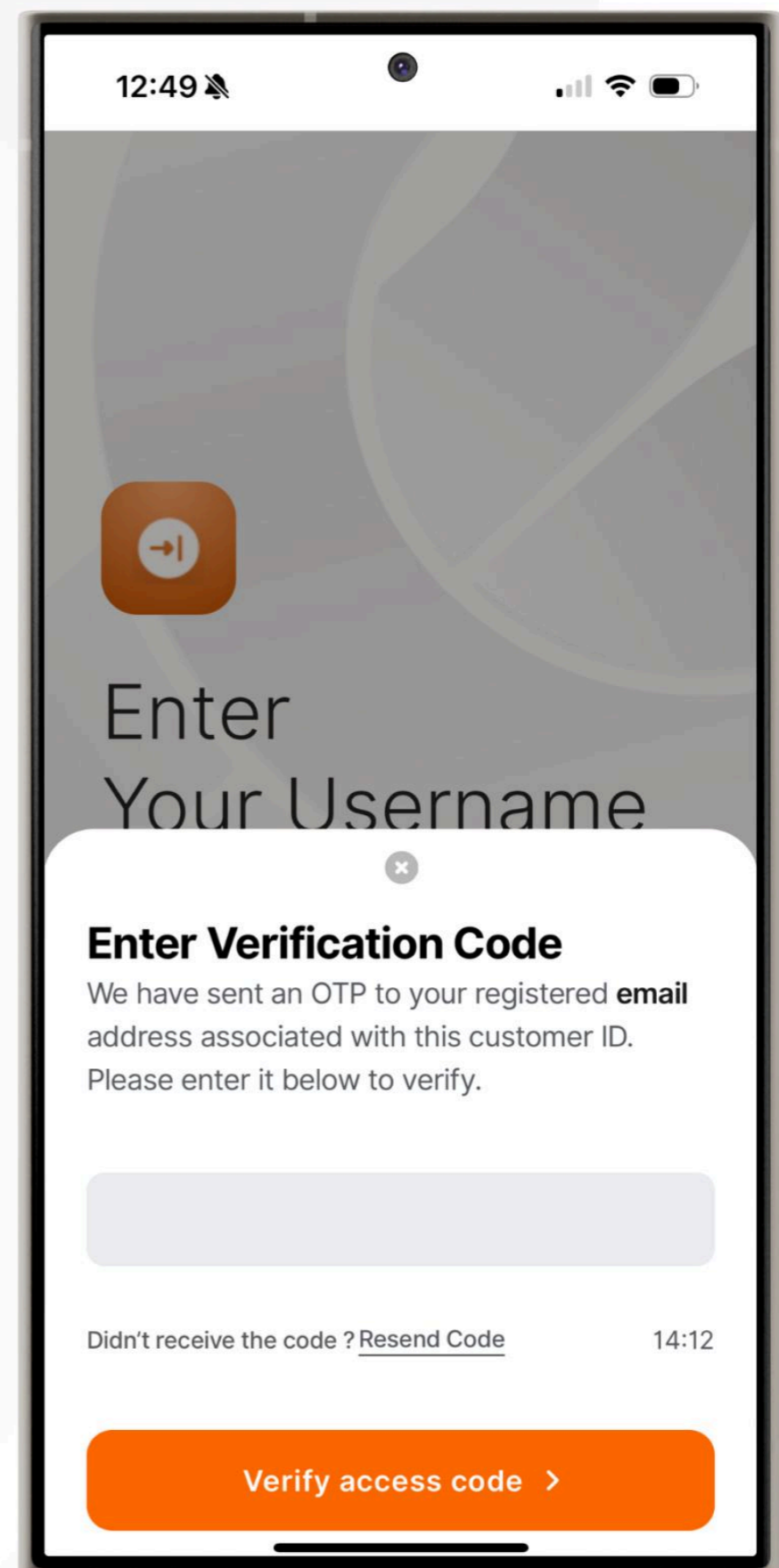
4. Username

Enter your existing username and tap “**Continue**”.



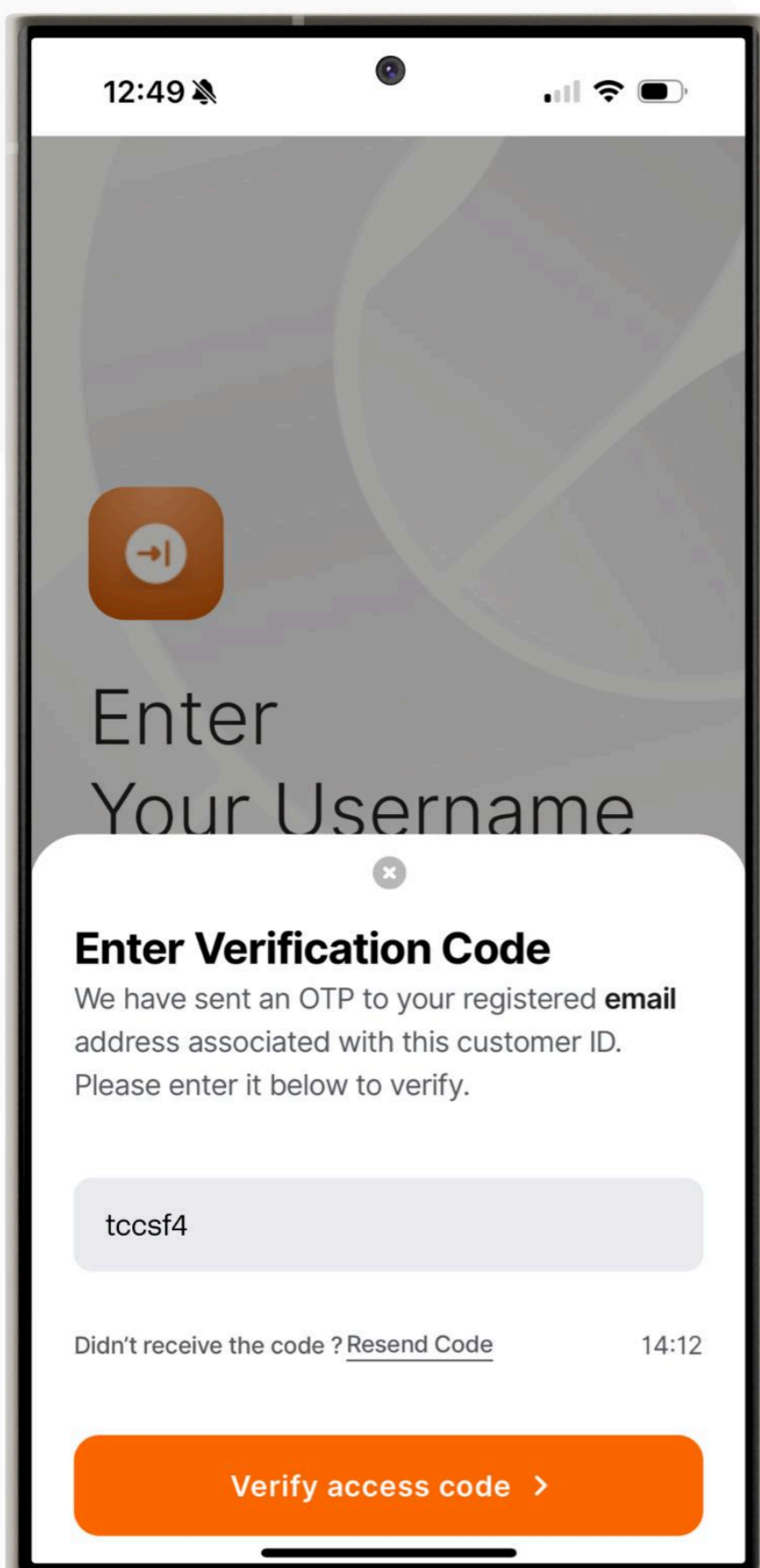
5. Enter the verification code

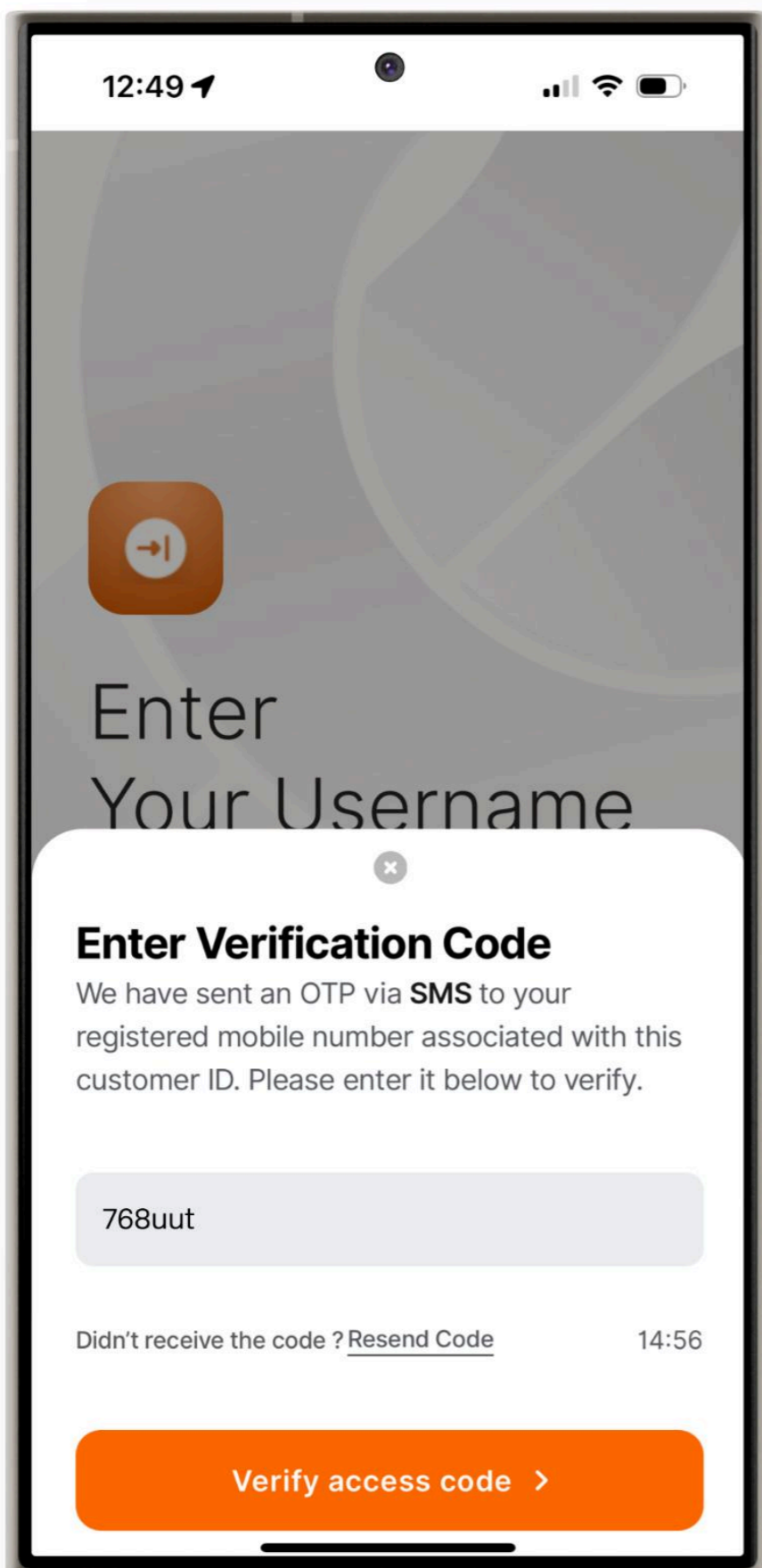
A verification code will be sent to your registered email. Please check your inbox.



6. Email verification code

Enter the 6-digit code received via email and tap **“Verify”**.



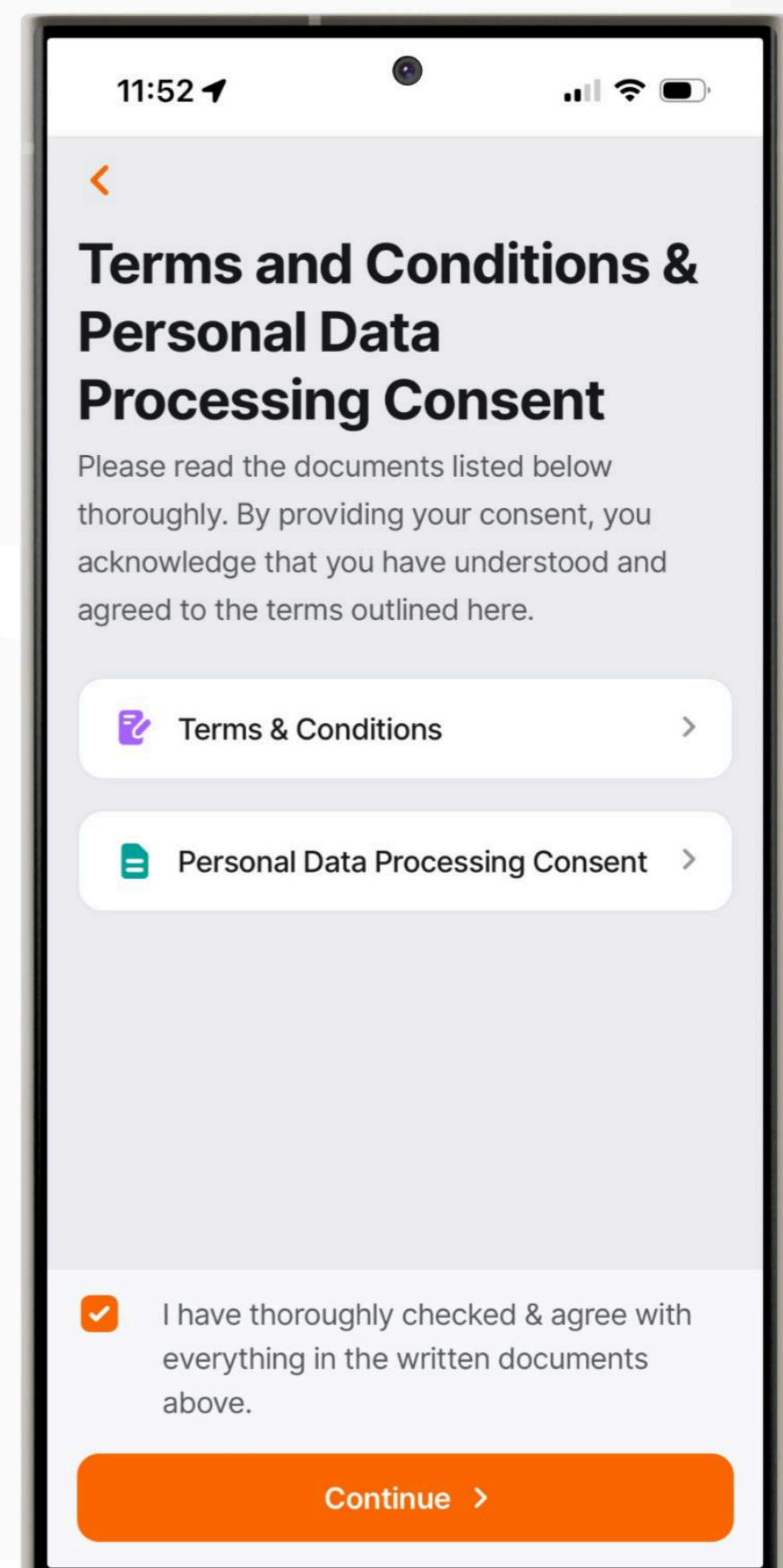


7. SMS verification

Enter the 6-digit code sent to your registered mobile number and tap **"Verify"**.

8. Terms and Conditions

Check the box **"I have carefully reviewed..."** and tap **"Continue"** to proceed.



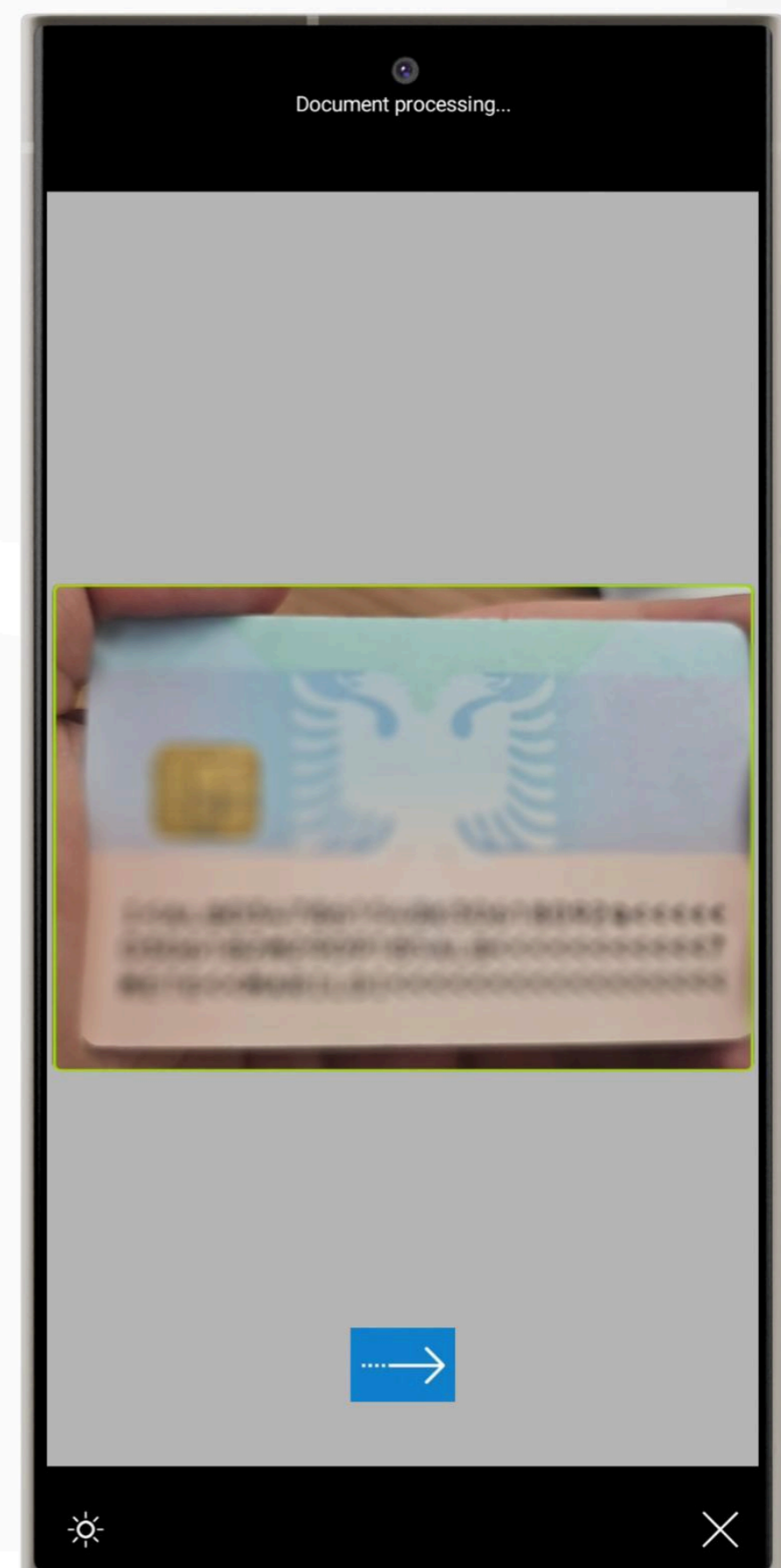


9. Scan your ID or Passport

Begin scanning your identification document.

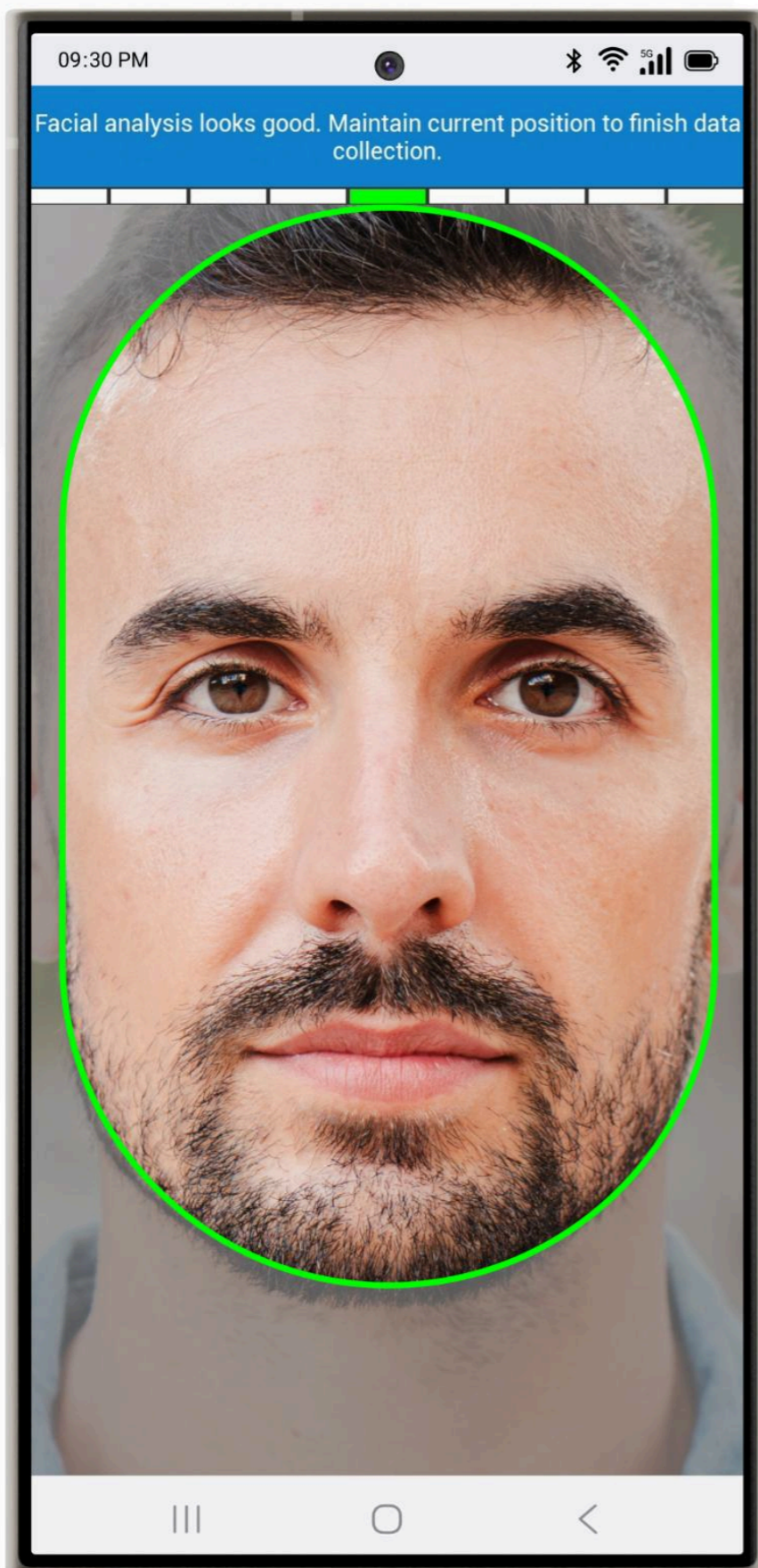
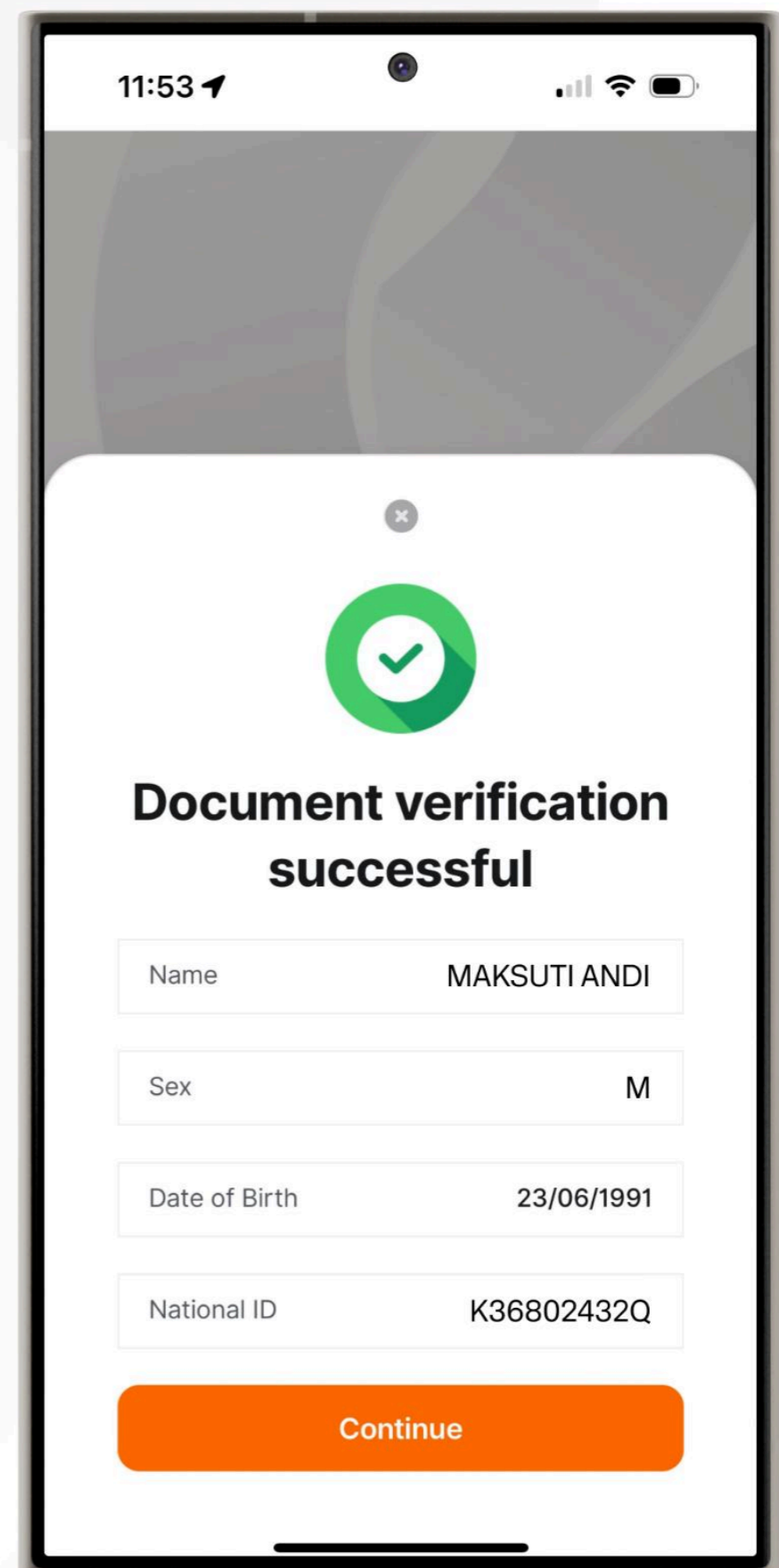
10. Continue scanning

Proceed to scan the back side of your document.



11. Successful verification

Once your personal information is generated, tap **“Continue”** to move to the next step.

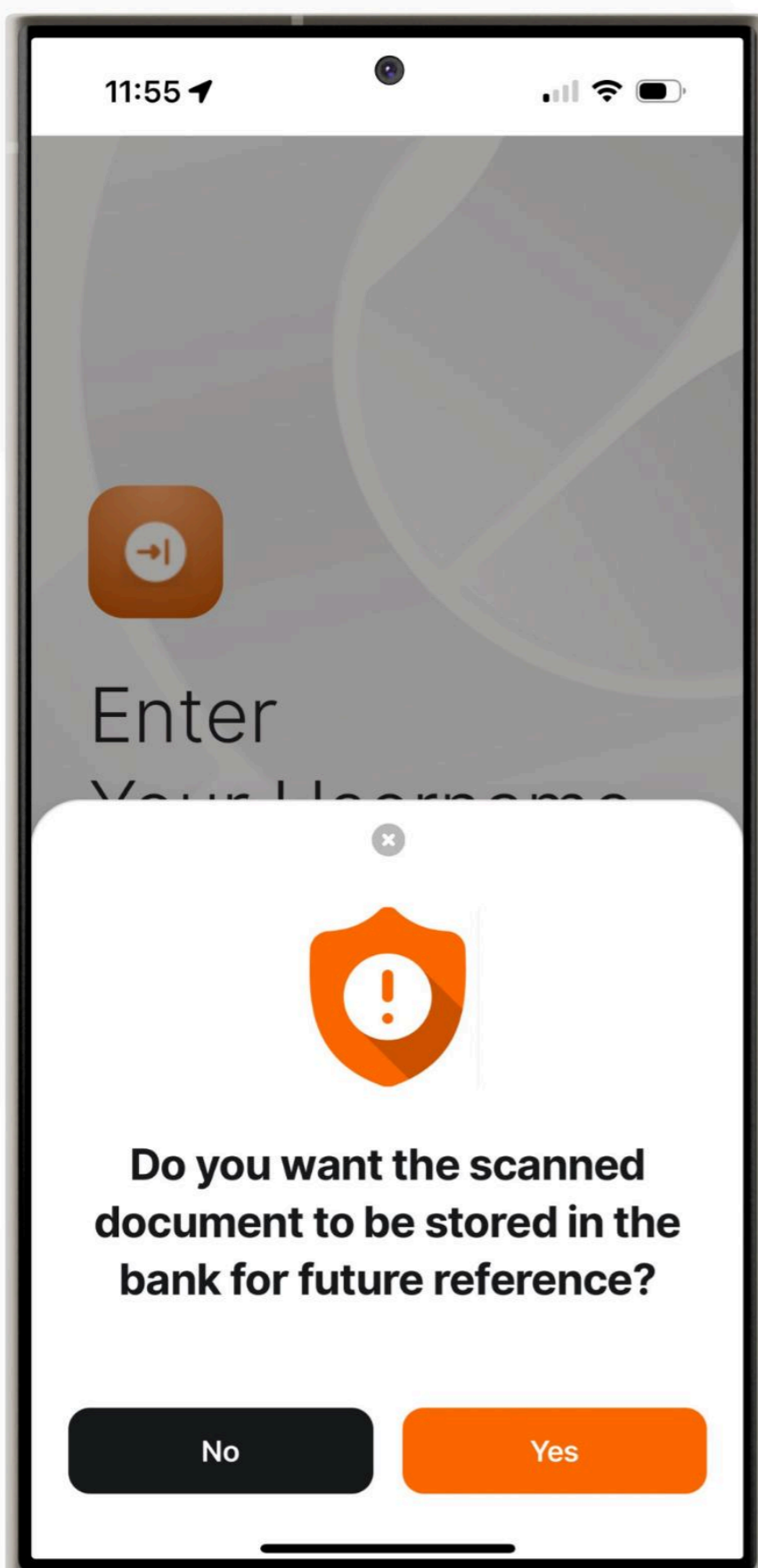
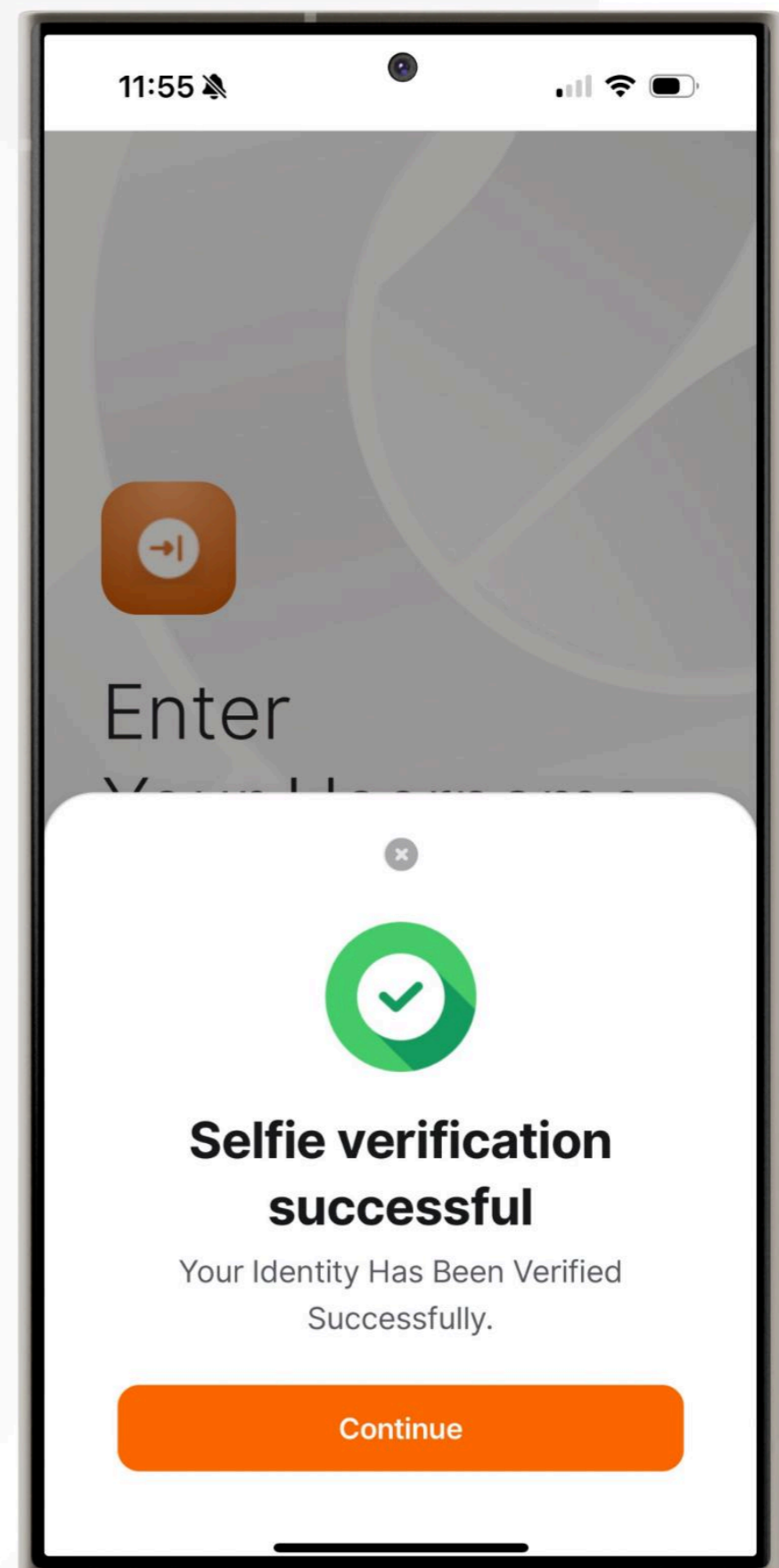


12. Facial scan

Align your face as instructed until the circle turns green.

13. Camera verification successful

Your identity has been successfully verified. Tap **“Continue”** to proceed.



14. Document storage in the bank

If you wish to store the scanned document for future reference, tap **“Yes”**. Otherwise, tap **“No”**.

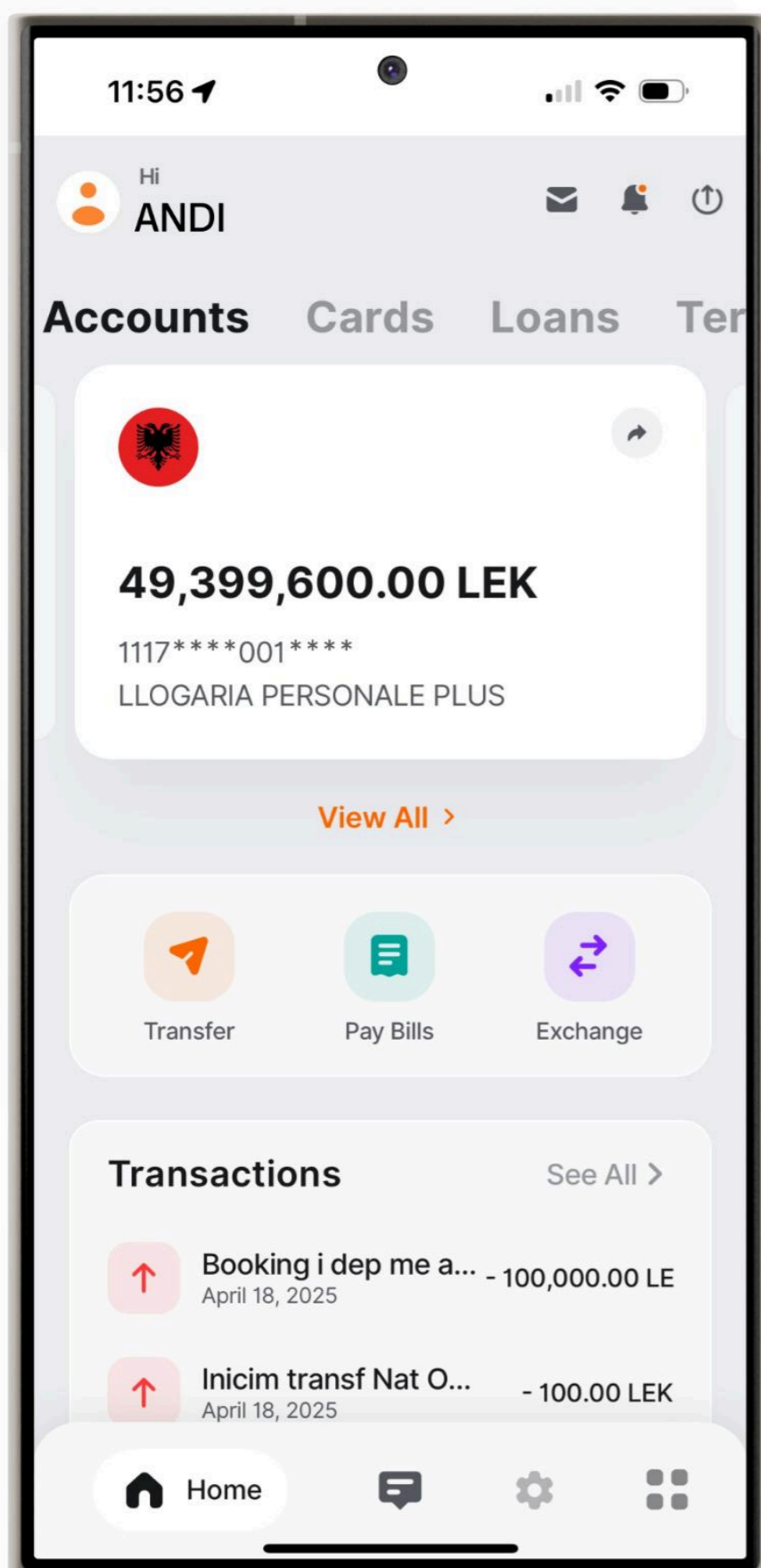
15. Recognition completed

Your app biometrics have been successfully verified.



16. Activation completed

Your app is now activated and ready to use for all digital banking services.



**UNION BANK
WISHES YOU A PLEASANT
EXPERIENCE!**