



Frequently asked questions

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Q1: What is the Autobahn App Market? How does it work?

The Autobahn App Market provides Deutsche Bank clients with simple electronic access to bank-wide products, allowing them to choose services relevant to them via a single delivery channel. It merges Deutsche Bank's robust IT infrastructure for services, such as user authentication and entitlements management, with an innovative new mechanism for delivery and distribution of solutions to both internal and external users.

Existing products have been repackaged into Apps and are now 'stored' in one place. A single-sign-on access point and sophisticated search and browse capabilities allow users to find services and process information far more effectively. This not only eliminates the need for users to log-on to multiple systems in order to complete daily tasks but it provides them with access to a truly integrated suite of tools, including research, analytics, automated execution and post-transaction reporting.

Q2: What is the Cash Inquiry App?

Cash Inquiry allows for faster and more cost-effective transaction research as it provides clients with real-time insights on their EUR, USD, GBP, or multicurrency high value, FX4Cash and SEPA credit transfers and SEPA direct debits. Using the latest PKI standards and smartcards, clients are enabled to initiate time critical instructions, such as amendments, cancellations or returns of payment instructions, in a secure way.

Cash Inquiry also facilitates quick and efficient online case creation and correspondence with the bank. The App provides instant status updates on the progress of EUR, USD, GBP high value, FX4Cash and SEPA inquiries and allows clients to generate an inquiry to the bank without sending a separate SWIFT, Telex, email or making a call to their Client Service team.

Finally, the built-in Compensation Calculator provides a compensation estimate prior to initiating a compensation request, which helps clients to make a more educated decision about going forward with the request.

Q3: How could Cash Inquiry be interesting for me?

The Cash Inquiry App is a convenient online solution for Institutional clients or Corporate clients who:

- require fast and cost-effective transaction research with real-time access to USD / EUR / GBP High Value, FX4Cash and SEPA transactions
- would like to initiate amendments, cancellations or returns of payment instructions in a secure way
- require a solution for quick and easy online case creation that is routed to the relevant party in the bank
- wish to obtain full case transparency, including the ability to make amendments and to track incoming SWIFT messages
- require access to various audit and efficiency reporting options
- would like a compensation estimate prior to initiating a compensation request

Q4: Who benefits from the Cash Inquiry App?

Treasurers benefit from risk reduction (costs, missed investment opportunities or reputation with suppliers) by resolving transaction inquiries quickly or knowing instant status information

Payment Investigators and reconciliation teams benefit from transaction research capabilities and initiating actions, e.g. to cancel or amend transactions and online case creation

Payment Administrators benefit from real time access to EUR / USD / GBP payments, their status and history and consequently from faster inquiry turnaround

Operations Teams benefit from easier reconciliation and direct access to original instructions, including SWIFT messages

Q5: Where is Cash Inquiry available?

Cash Inquiry is available for all accounts that are held with Deutsche Bank AG Frankfurt, Deutsche Bank AG London and Deutsche Bank Trust Corp. Americas New York.

SEPA transactions (SEPA Credit Transfer and SEPA Direct Debit) can be viewed for all EU accounts and independently from the account holding location.

FX4Cash transactions can be viewed globally and independently from the account holding location.

There are plans to expand the geographical scope of Cash Inquiry to further booking locations in Europe.

Q6: Which transaction types and currencies can be viewed via Cash Inquiry?

The following transaction types and currencies are supported by the Cash Inquiry App:

- **High-Value Payments** (GBP, EUR, USD)
- **SEPA Credit Transfer** (SCT)
- **SEPA Direct Debit** (SDD)
- **FX4Cash**

It is important to note that SEPA transactions (SCT and SDD) can be viewed for all accounts held with Deutsche Bank in the EU region as well as FX4Cash transactions that can be viewed for all accounts regardless of the account holding location.

Q7: Which agreements need to be signed?

Your Client Service Officer will provide guidance in regards to setup requirements and related documentation, including access to the Autobahn App Market.

Q8: Which types of users can be set-up in Cash Inquiry?

Your Client Service Officer will provide guidance in regards to user setup details and related permissions and roles.

In general, Cash Inquiry flexibly addresses your needs to setup various and multiple access roles within your organisation.

Q9: How can I log in into Cash Inquiry?

The Cash inquiry App is accessible via our award-winning Autobahn App Market, Deutsche Bank's electronic distribution channel for a broad range of the bank's electronic products and services: (www.autobahn.db.com/).

You will access Cash Inquiry from Autobahn App Market Online via WebSSO identification. Specific access levels will require users to have an authorisation device (smartcard or Digipass) in addition.

Q10: Can Cash Inquiry be launched directly from the Autobahn App Market?

Yes, it is possible to launch Cash Inquiry directly from the Autobahn App Market.

Q11: How long will I have access to transactions and cases?

Cash Inquiry offers real time access to EUR/ USD / GBP High Value, FX4Cash and SEPA transactions. Clients have access to payment history and cases for up to six months back.

Q12: Is the Cash Inquiry App available for smartphones or tablet devices?

The Cash Inquiry App is currently only available on a desktop based platform with standard internet browsers.

Q13: What are recommended browser specifications for Cash Inquiry?

Cash Inquiry supports Internet Explorer as well as Chrome and Firefox browsers. Should you need any specific information in this respect, please refer to your Client Service Officer.

Q14: In which formats can I export the SWIFT messages?

Cash Inquiry supports the export of SWIFT messages in PDF format.

Q15: Where can I find additional information?

For additional information, brochures, videos, demos, etc. please visit the "Cash Inquiry App" section available on the Autobahn App Market website.

Please [click here](#) for more information:

Q16: Which types of reports are available in Cash Inquiry?

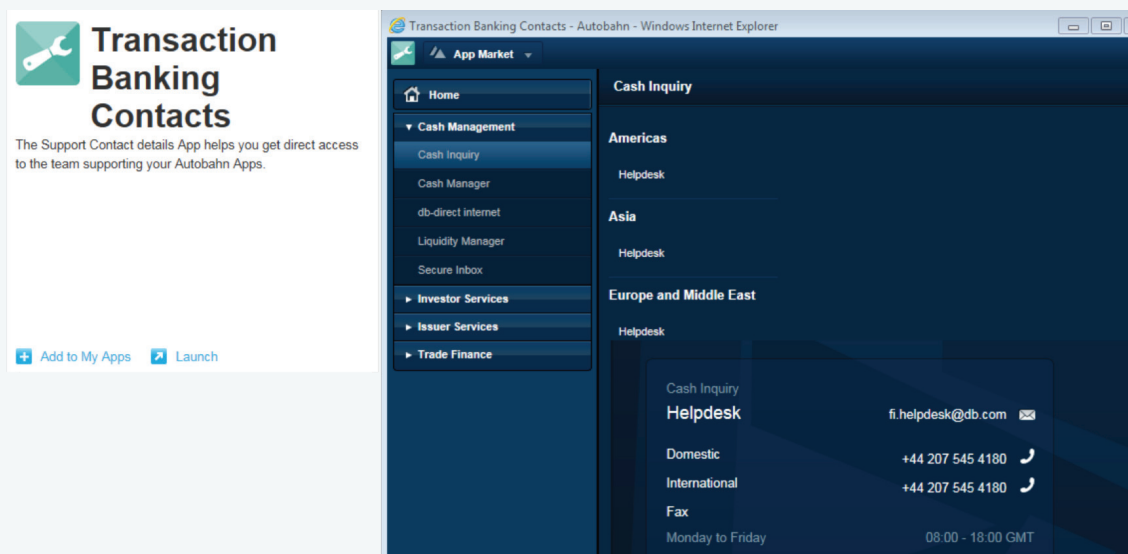
Multiple client reports provide valuable MIS for Cash Inquiry users. They are usually available as detail, summary and trend reports.

Examples include:

- Billable Cases Reports
- End to End Quality Reports
- Error Type Analysis
- Straight Through Process (STP) Analysis
- Inquiry Type Breakdown
- Login Report
- Resolution Time Inquiry Report
- Unused ID Report

Q17: Who should I contact if I need help with Cash Inquiry?

All Cash Inquiry support contacts by client region are available as an App within the Autobahn App Market.



Once you are set up on Cash Inquiry, we will confirm your specific Level 1 Support contacts for Cash Inquiry. If you are not setup on Cash Inquiry yet, please approach your Deutsche Bank representative for more information.

Q18: How do I log in?

Your initial ID and temporary password will be generated as part of the setup process and depend on your chosen level of access. Please approach your Deutsche Bank representative for more information.

Q19: How long is the temporary password valid?

Users receive their first password for login in form of a temporary password that lasts for 30 days. Should the user not login within these 30 days, the password will automatically expire.

Q20: What do I need to do if I forget my ID and password are?

Please refer to the support contacts stated in your setup documentation.

Q21: Can the Cash Inquiry password expire due to inactivity?

The Cash Inquiry password is set to expire after 30 days after the last login. This means that a user that has activated their login and already logged on to Cash Inquiry successfully, will experience a password expiration should they not login again within the 30 days timeframe.

Q22: Where can I find further information about Cash Inquiry?

Please visit the Cash Inquiry website with more detailed information about the product. Please [click here](#).

If you are interested in a short demo, please visit the introduction or demo video hosted on YouTube:

- For an overview of Cash Inquiry App on Autobahn App Market, please [click here](#).
- For a demo of Cash Inquiry App on Autobahn App Market, please [click here](#).

Should you need any further information or would like to schedule a personal demo, kindly contact your Deutsche Bank representative for further information on the Cash Inquiry App.

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