

ČSOB Bank accepts documents signed with a qualified electronic signature (“QES”) in accordance with Act No. 272/2016 Coll. on trust services and Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market (“eIDAS Regulation”).

All necessary information on the Qualified Electronic Signature can be found at [www.slovensko.sk/sk/faq/faq-zep/](http://www.slovensko.sk/sk/faq/faq-zep/).

## A. In order to make a qualified electronic signature (QES), it is necessary to have:

1. An uploaded qualified certificate, e.g. on your chip ID card (the so-called electronic identification card – eID);
2. electronic card reader;
3. relevant software for logging into the eID and the QES app installed (the eID app is available at [www.slovensko.sk/sk/na-stiahnutie](http://www.slovensko.sk/sk/na-stiahnutie)). Note: in order to make a QES, you can also use other qualified electronic certificates issued by qualified trust service providers.
4. QES tools and apps. Various signing tools and apps can be used for electronic signing. At ČSOB, we recommend you use **Adobe Acrobat Reader DC** app for signing.

## B. Setting up the Adobe Acrobat Reader DC app before signing documents

Acrobat Adobe Reader DC (AAR) can be downloaded for free at <https://get.adobe.com/reader/>. Always sign in the current version of AAR.

Where you use AAR for signing, before electronically signing a document using AAR you need to set the “Default Signing Format” parameter to “CADES - Equivalent format”! You can change the signature format in Adobe Acrobat Reader app as follows:

in the “Edit” section

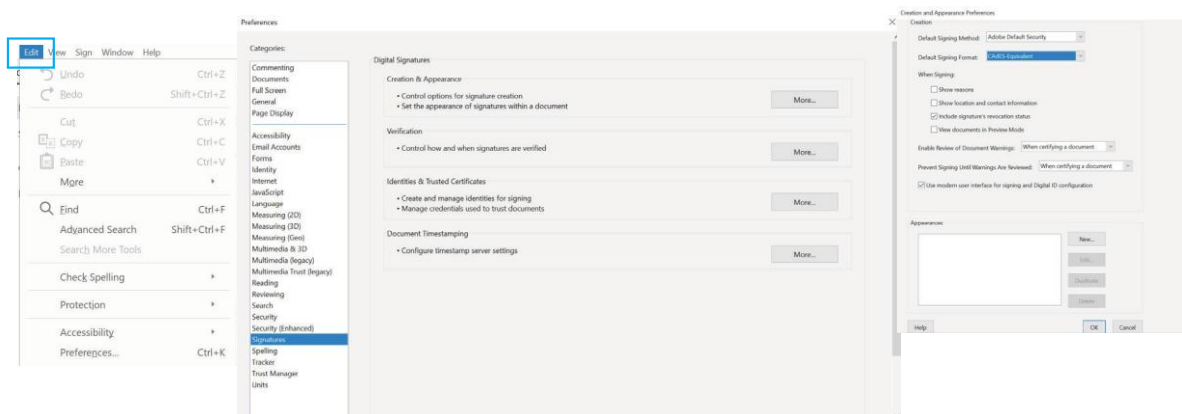
go to “Preferences”,

under “Categories”, select “Signatures”.

In “Creation & Appearance”, click “More...”.

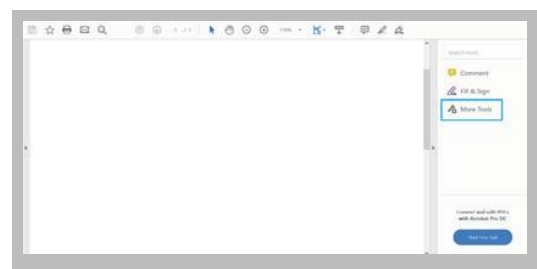
A new window will open where you need to select “CADES – Equivalent” in the “Default Signing Format” field.

Click “OK” to save the change.



## C. Creating a qualified electronic signature in a PDF document via the app Adobe Acrobat Reader DC

In the open document you received, click on the “More Tools” icon.

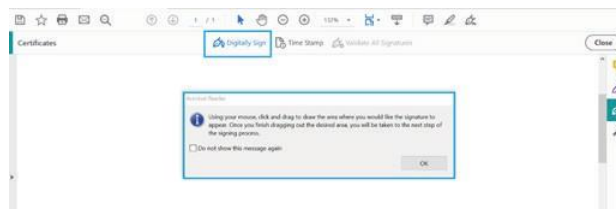


# Signing a document with a qualified electronic signature

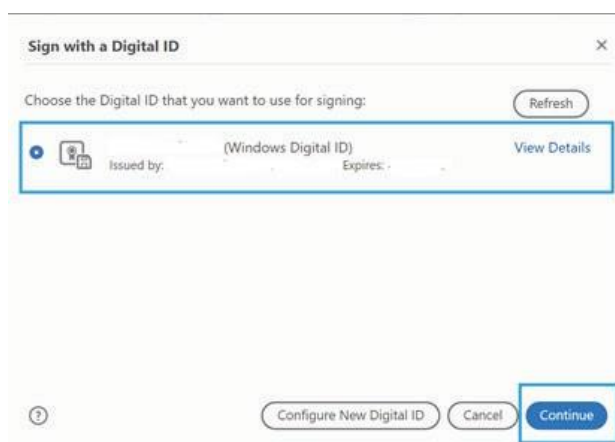
Select the “Certificates” icon.



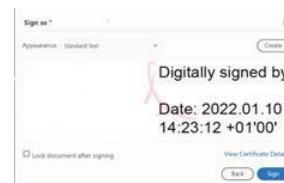
Select the “Digitally Sign” icon.



A dialogue box will appear, which will guide you to select the signature field. After selecting the signature field, a window will appear with your certificate uploaded. If you have more than one certificate on offer, you need to select your qualified electronic certificate.



After clicking “Continue”, the system will redirect you to the document signature, where you will also save it. Note: in case of eID it is necessary to choose the ACA certificate.



Note: The “Lock document after signing” item must not be checked.

After clicking “Sign”, enter the QES PIN or BOK. You will then see your qualified electronic signature on the document.



Note: The signed document must be sent by return to the email address from which the document was sent.