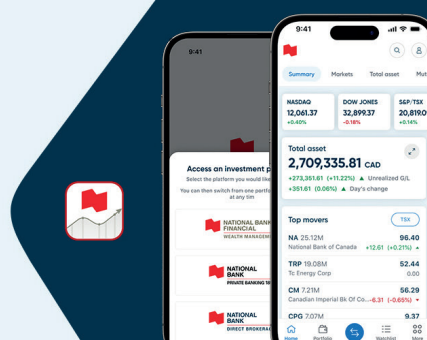
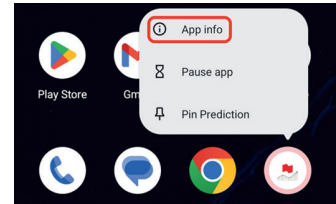


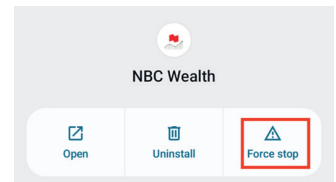
## Connection error resolution procedure for Android



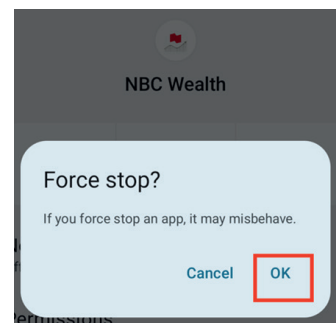
1 Press and hold the NBC Wealth app icon, then select "App info"



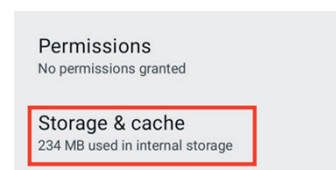
2 Select "Force stop"



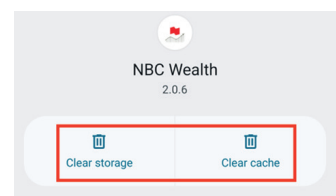
3 Confirm by clicking "OK"



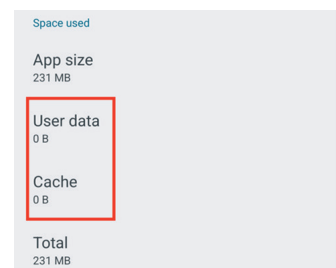
4 Select "Storage & cache"



5 Choose "Clear storage" then if necessary "Clear cache"



6 Confirm that «User data» and «Cache» show «0», then restart the app to log in



Images are indicative, taken from Google Pixel with Android 14.

The NBC Wealth application is intended for clients of the National Bank for the National Bank Direct Brokerage (NBDB), National Bank Financial Wealth Management (NBFWM) and Private Banking 1859 (PB1859) divisions.