

CHANGING BANK ACCOUNT

Activa DKV app Guide



PRESENTATION

In DKV we are Health activists. That's why we want to make your life easier and help you to feel better.

With this guide we want you to see all possibilities offered by the App Activa DKV. In this way, you will login and manage your health policy procedures in a simple and fast way. Moreover, you will know all services offered by your policy, so you can benefit fully from it.

Next, we will show you step by step how to access to every section so the registration and the beginning of its use will be as simple as possible!



[DOWNLOAD ACTIVA DKV](#)

[DKV EXPLANATORY VIDEO](#)

**IF YOU HAVE DOUBTS...
WE WANT TO HELP YOU WITH
OUR SUPPORT CHANNELS!**



WhatsApp channel:

Contact to our support staff.

Please, click on www.dkv.es/whatsapp or save the phone number **+34 960 160 602** and directly chat to them.

Activa app Support

 [+34960160602](https://www.dkv.es/whatsapp)

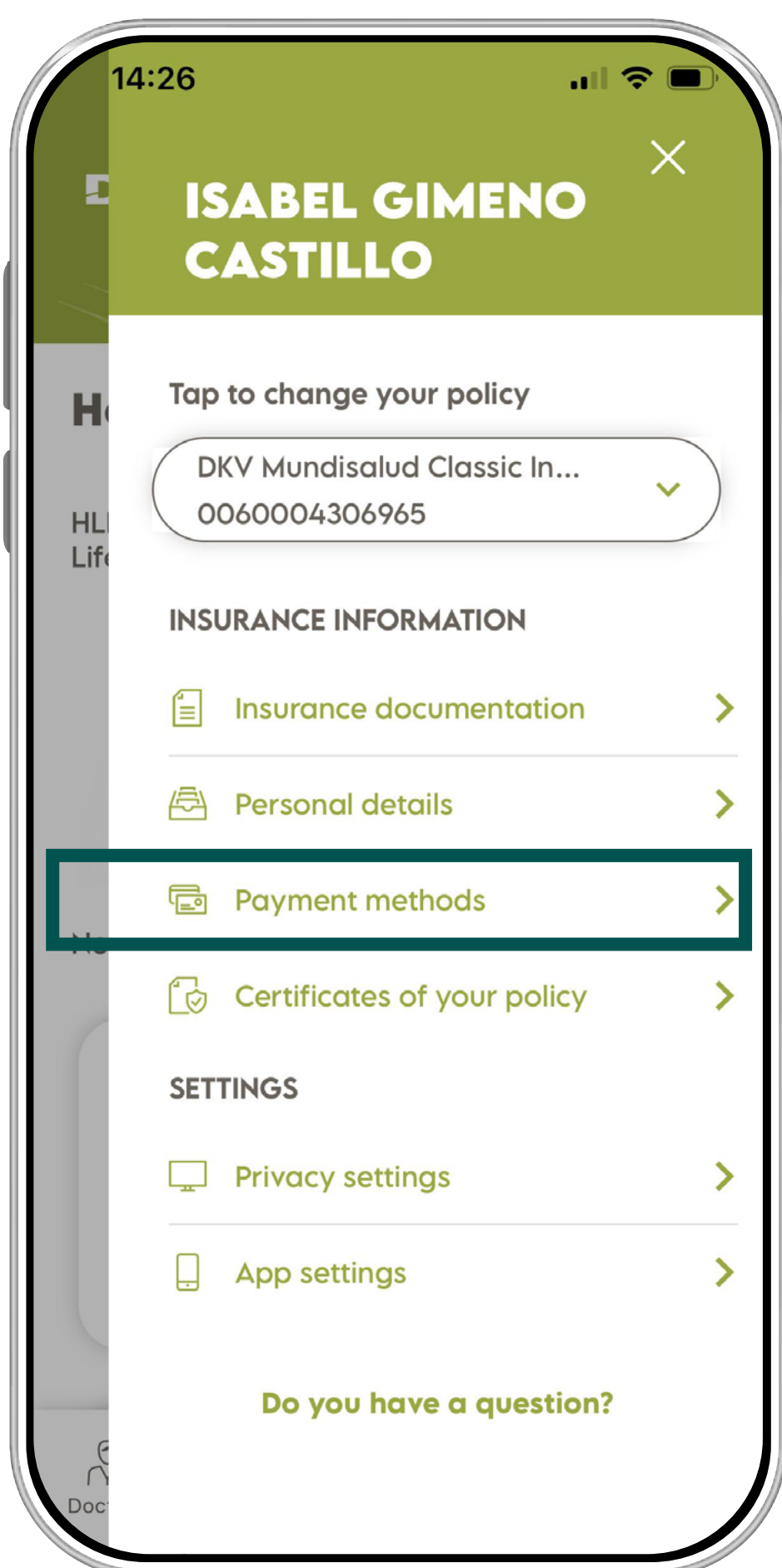
 atencionclientedigital@dkvseguros.es

CHANGING PAYMENT METHODS

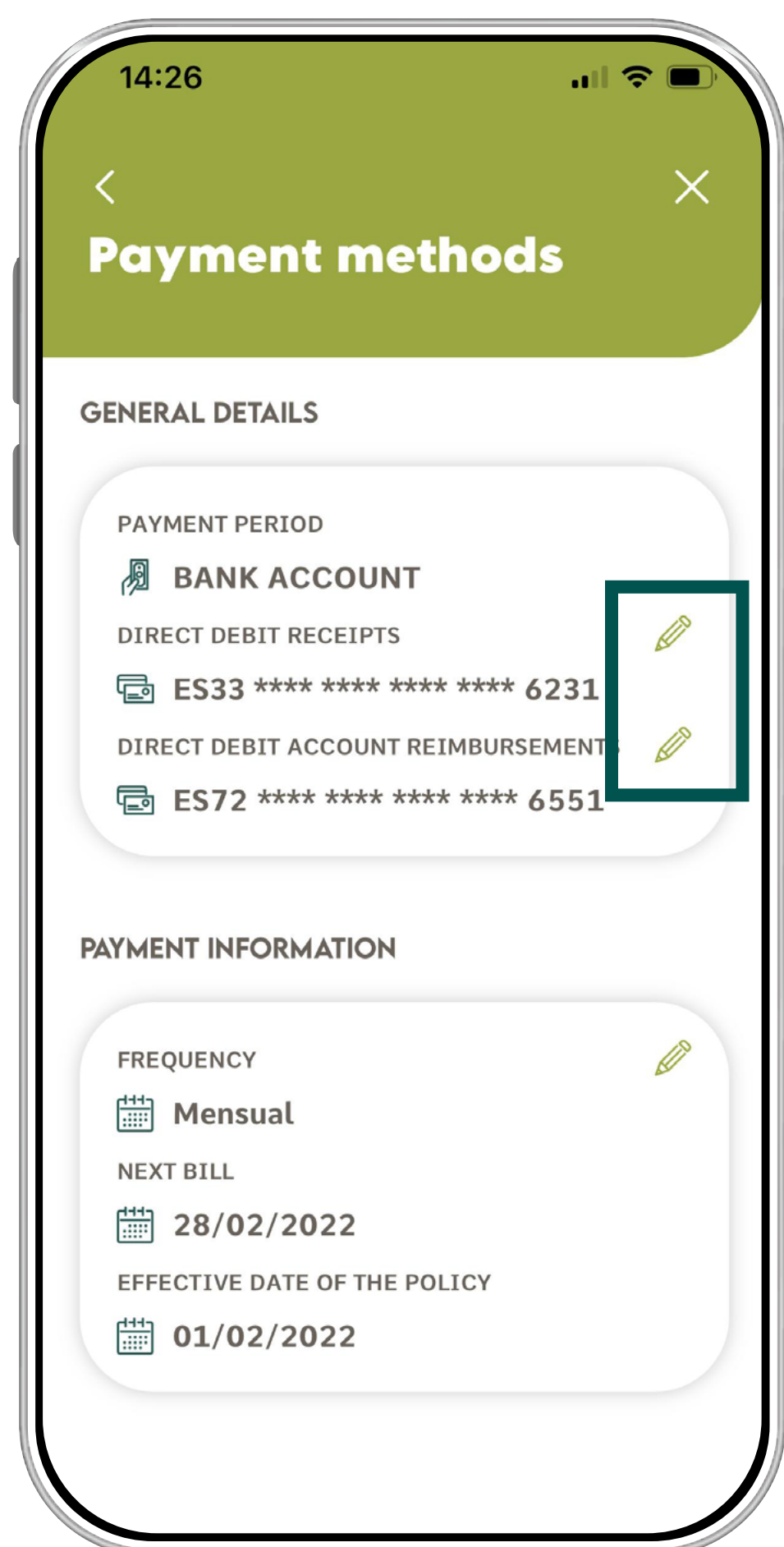
HOW CAN I CHANGE MY BANK ACCOUNT NUMBER?

To change the bank account number, please, follow these steps:

1. On the sidebar, go to **“Payment methods”**.
2. Tap the **“pencil”** to change it.
3. Enter a new bank account.
4. Click on **“Accept”**.



1. Select **“Payment methods”**.

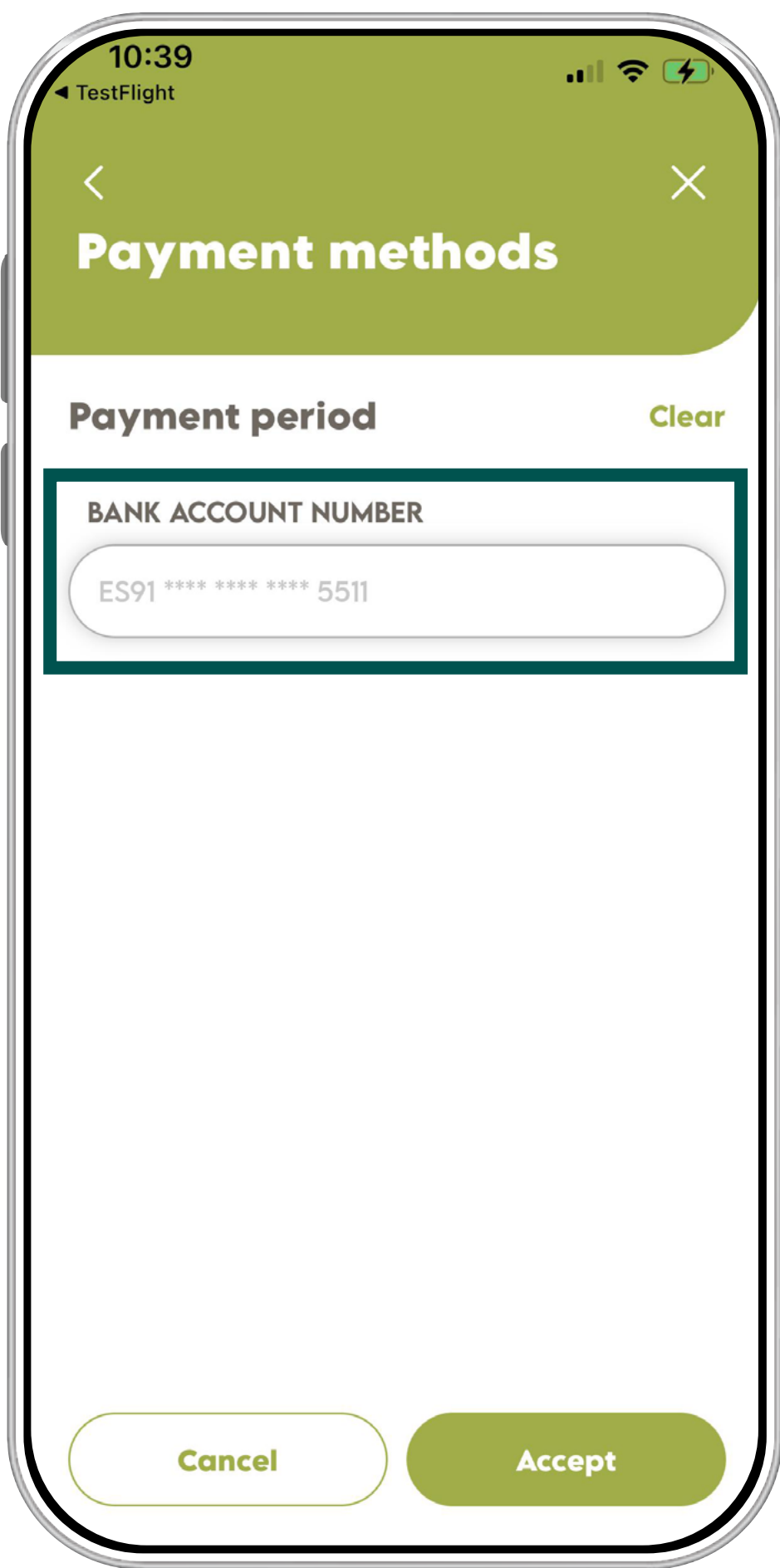


2. Tap the **“pencil”**.

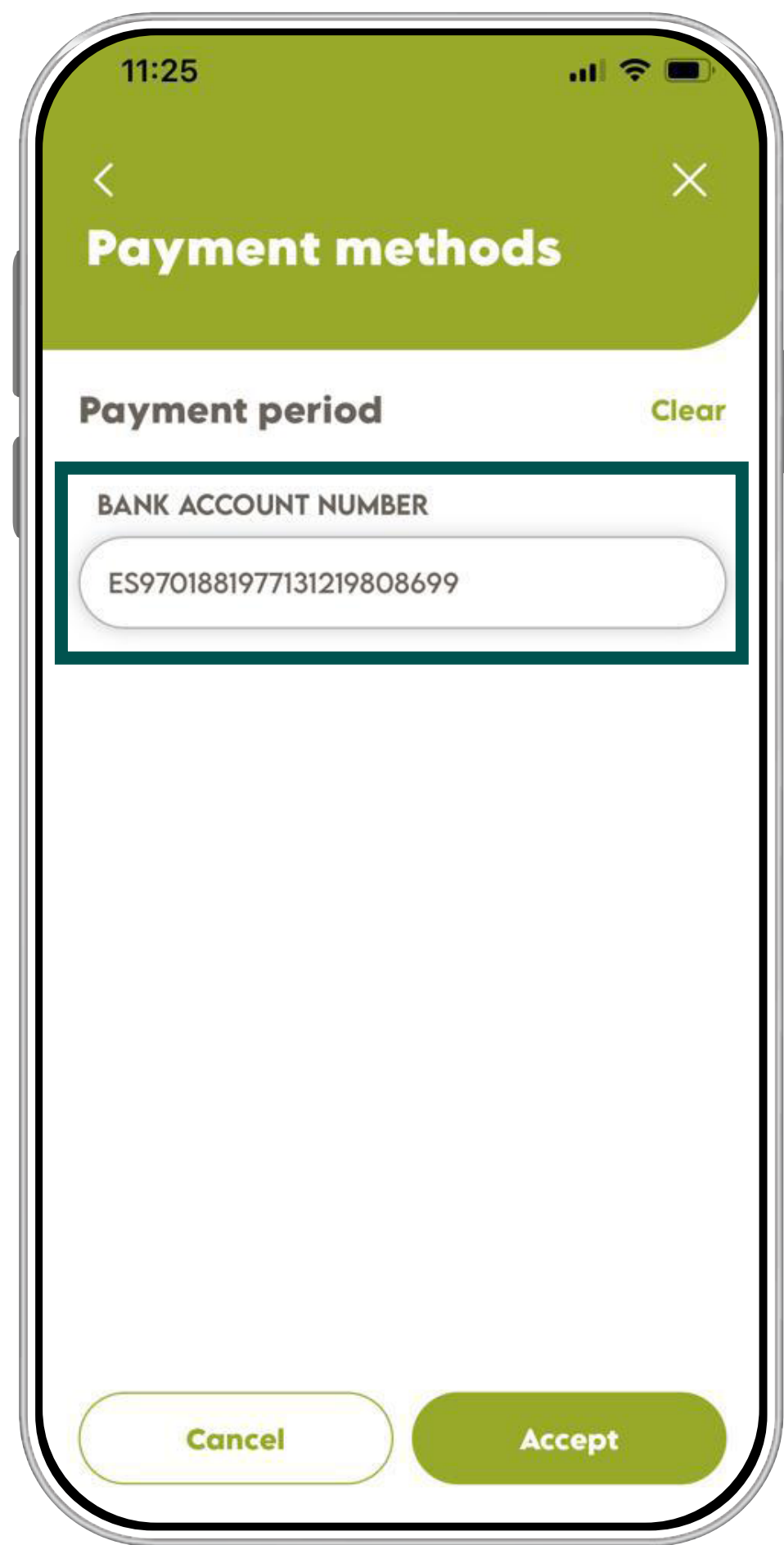
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3. Enter the account number.



4. Confirm and accept.

REMEMBER

The **account number** can be only modified by the **policy holder**.
If you have any problem to change them in the app, contact to us by [Whatsapp DKV](#) or through the app wall.

OTHER INTERESTING GUIDES...

- > Login & Register
- > Medical List
- > Digital Card
- > Authorizations

- > Reimbursements
- > Digital Signature
- > Coverages
- > Bank Account

- > Payment period mod
- > QC+



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