



Guarantees 2.0



Guarantees Features Step by Step

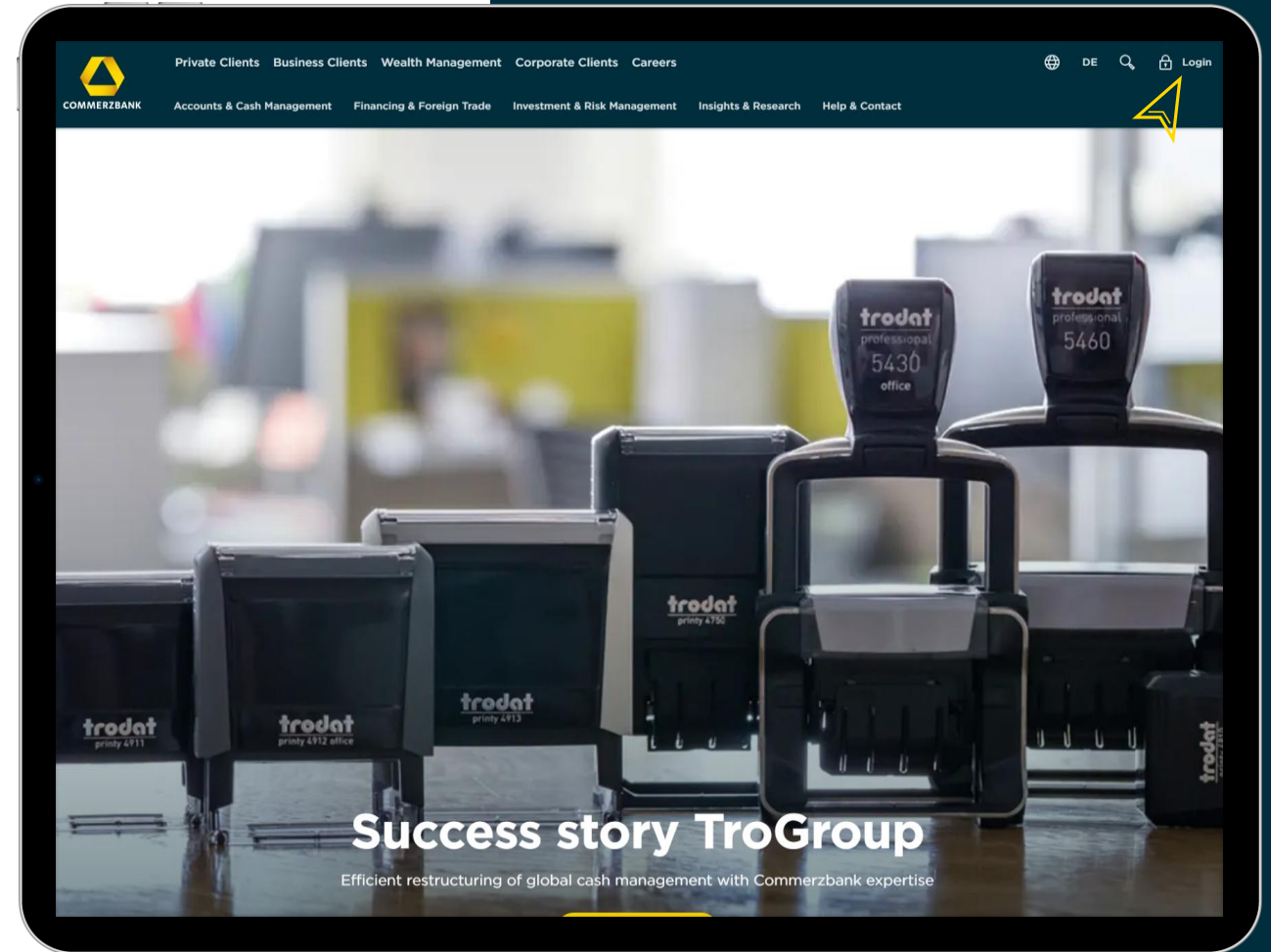
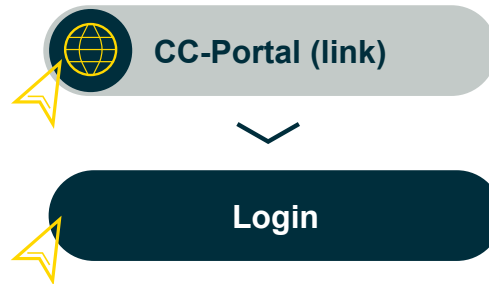
Corporate Client Portal



1

To start an application process for guarantees, open the Corporate Client Portal and click on “Login”.

Simply log in with your participant number, PIN and photoTAN or pushTAN.

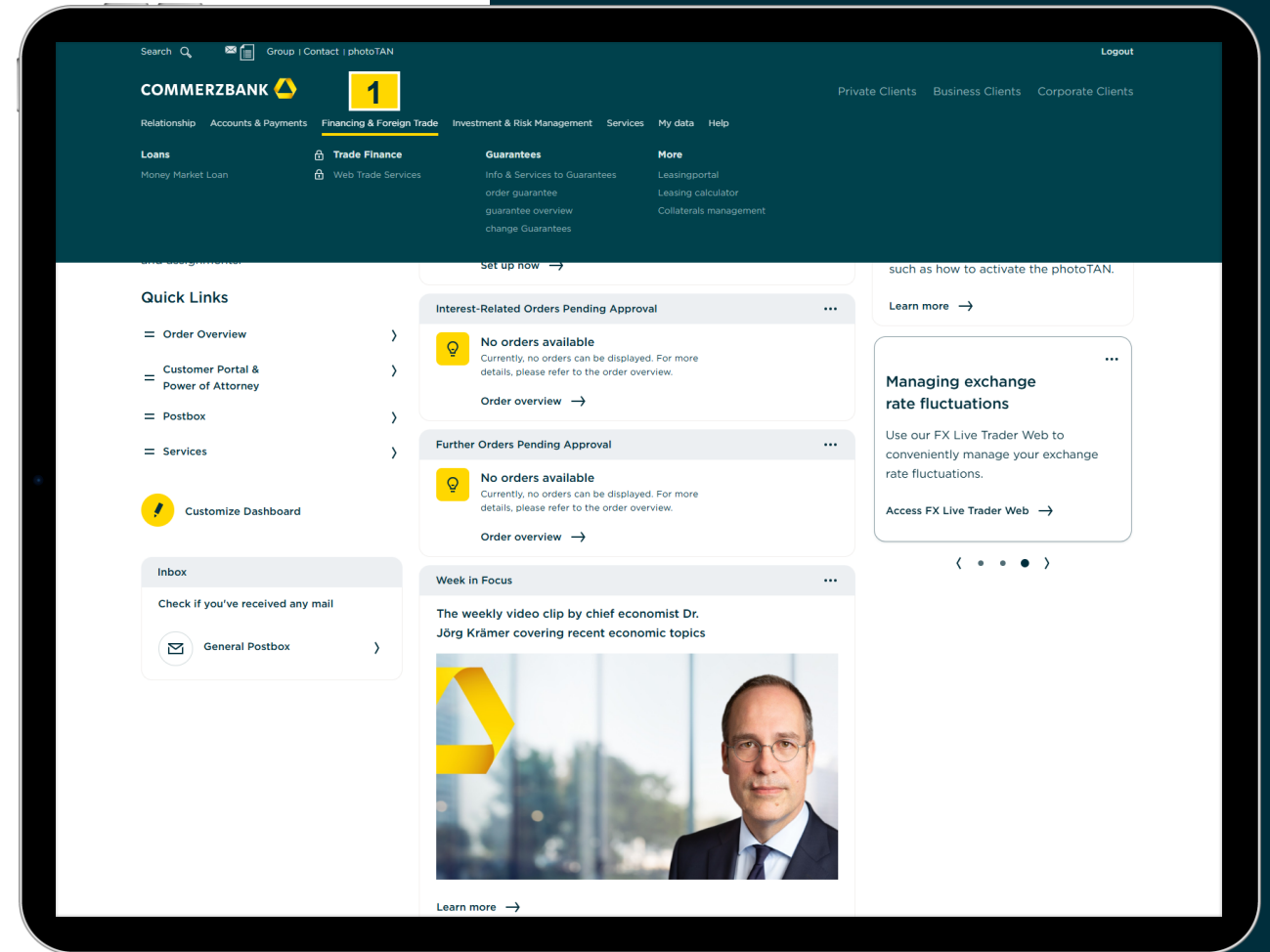
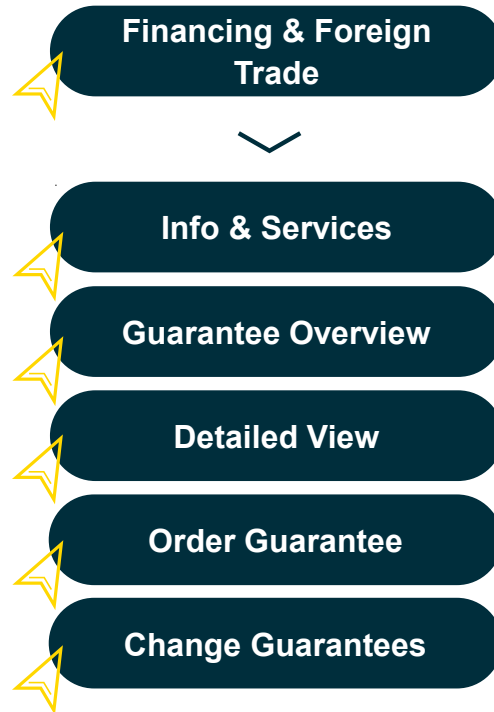


Corporate Client Portal



1

You can find various guarantee functions in the navigation bar in “*Financing & Foreign Trade*” under the tab “*Guarantees*”.



Information & Services



On our information page, we provide you with useful materials and news about upcoming updates and changes.

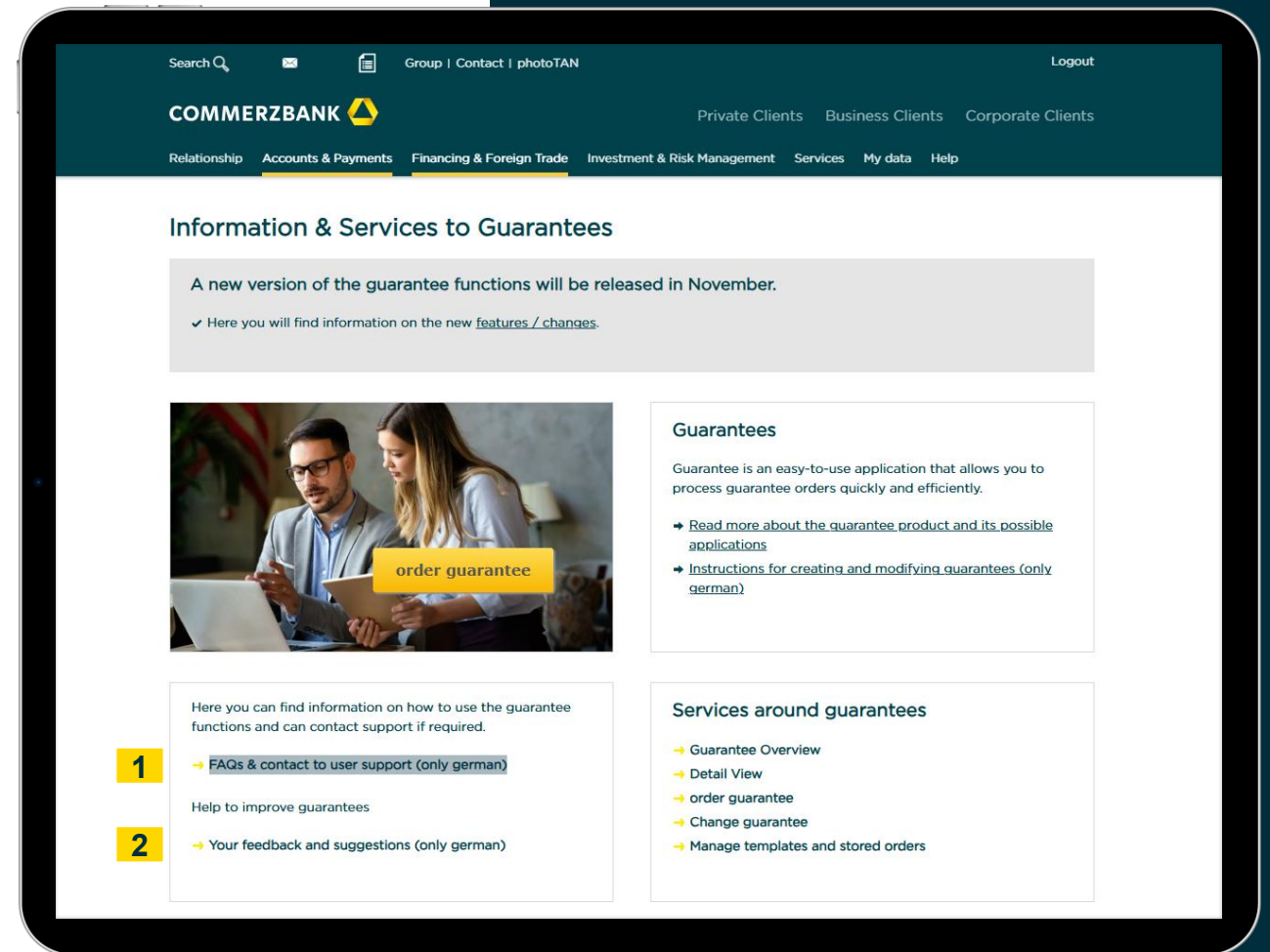
1

In the “*FAQs & contact to user support*” section, we have compiled answers to frequently asked questions that may be helpful during processing.

If you cannot find a suitable answer to your question, you can contact our support team directly there.

2

With the “*Feedback*” function, you now also have an opportunity to participate in the design and improvement of the guarantee applications.

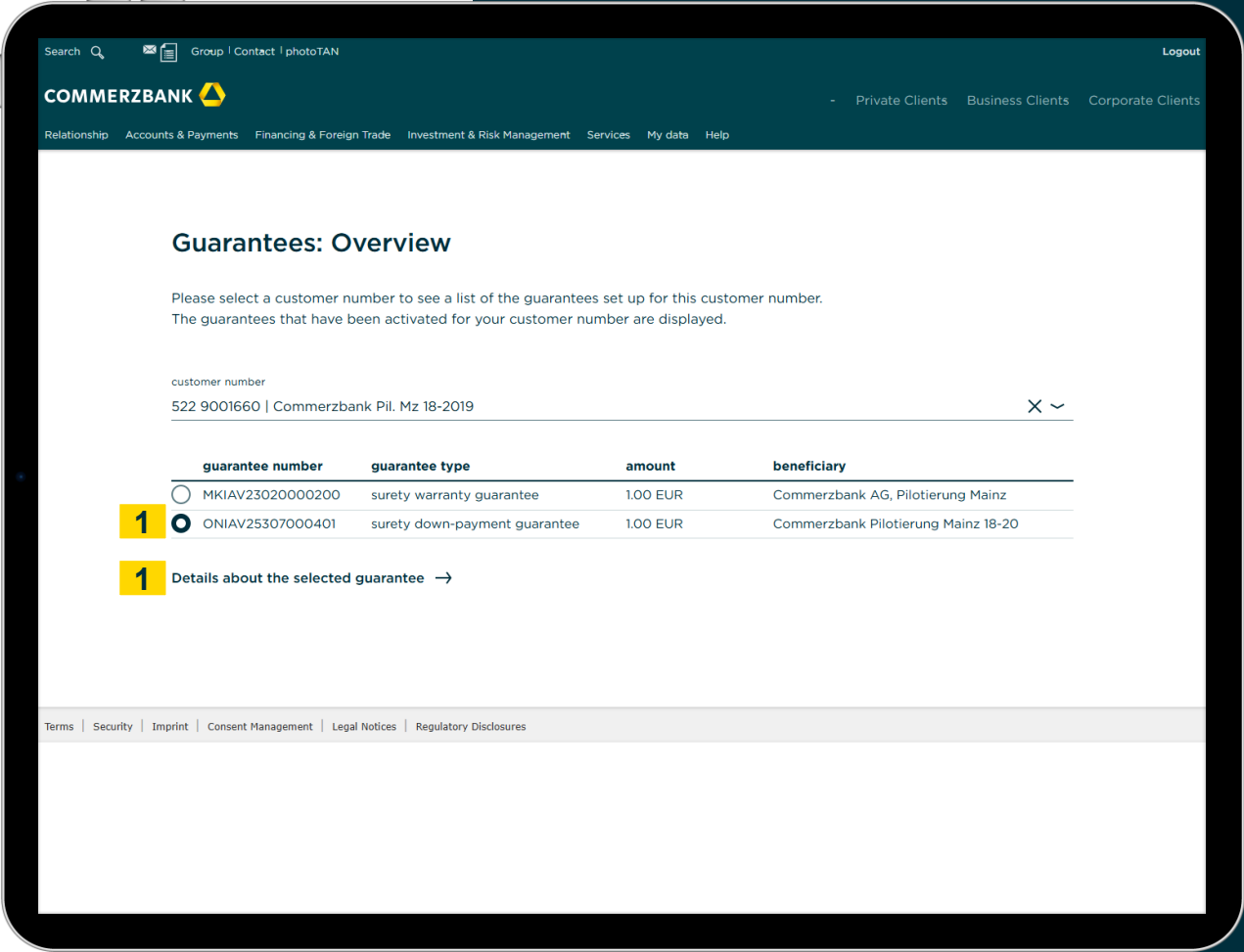


Guarantee Overview



The overview shows all active guarantees for the selected customer number.

- 1
- Select a guarantee number and click on “Details” to obtain further information about the respective guarantee.



Detail View



Here you will find the most important information about the guarantee you have selected.

1

With “*print*” you can save the summary as a PDF or print it out.

RelationshipAccounts & PaymentsFinancing & Foreign TradeInvestment & Risk ManagementServicesMy dataHelp

Guarantees: Detail View

This function allows you to display detailed data of existing guarantees.
Please select the desired guarantee in the selection box below:

guarantee

ONIAV25307000401 | EUR Advance Payment Guarantee | Commerzbank Pil. MzX

General Information

applicant:

Commerzbank Pil. Mz 18-2019 (customer number: 52290016660)

guarantee number

ONIAV25307000401

guarantee category

direct

type of guarantee

down-payment guarantee

class of guarantee

surety

guarantee amount

1.00

guarantee currency

EUR

original guarantee amount

1.00 EUR

creation date

06.11.2025

expiry date

31.12.9999

reference of the applicant

CB Pilotierung Mainz 18-2019

reference of the beneficiary

CB Pilotierung Mainz 18-2019

detailed description

Pilotierungsauftrag 18-2019 - keine Bearbeitung. Auftrag ist

Beneficiary

(company)name

Commerzbank Pilotierung Mainz 18-20

address

Große Bleiche 35-39
55116 Mainz

Conditions

commission in %

-

commission

-

minimum commission amount

-

end date commission

-

debit currency

EUR

debit account

DE02550400220900166000

1

print

Guarantee Request



The commissioning process takes place in several stages, with all necessary entries being systematically requested step by step.

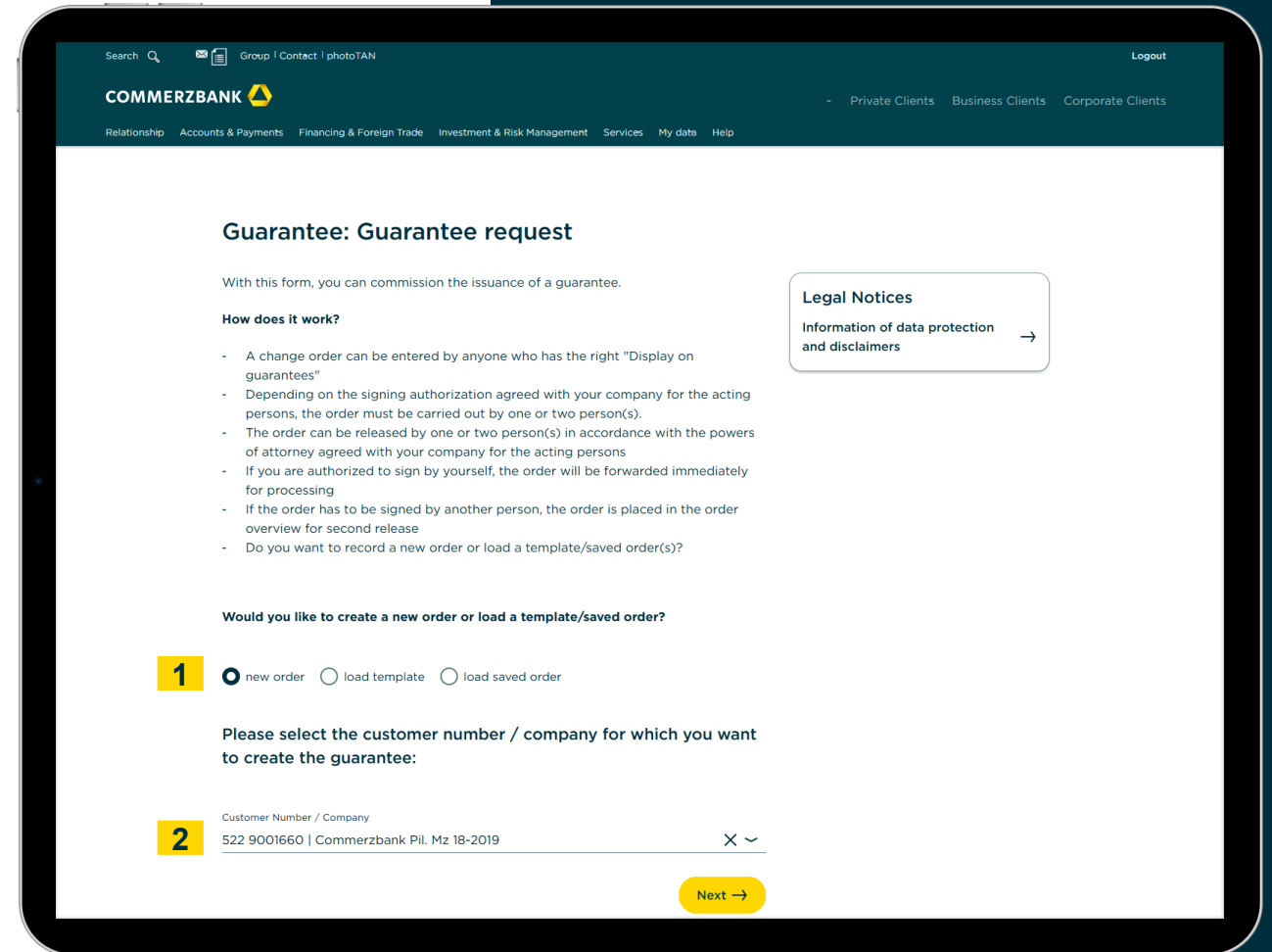
You can find helpful information directly in the route under the icon  as well as in our “FAQs & contact to user support” section under “Info & Services”.

1


You have the option of creating a “*new order*”, loading a “*template*” or an already started and “*saved order*”.


2

Select the desired customer number, template, or saved order.



The screenshot shows the 'Guarantee: Guarantee request' form on the Commerzbank website. The form is titled 'Guarantee: Guarantee request' and includes a sub-header 'With this form, you can commission the issuance of a guarantee.' Below this, there is a section 'How does it work?' with a list of bullet points explaining the process. To the right of the form, there is a 'Legal Notices' box with a link to 'Information of data protection and disclaimers'. The form includes a section 'Would you like to create a new order or load a template/saved order?' with three radio buttons: 'new order' (selected), 'load template', and 'load saved order'. Below this, there is a section 'Please select the customer number / company for which you want to create the guarantee:' with a text input field containing '522 9001660 | Commerzbank Pll. Mz 18-2019'. A 'Next' button is located at the bottom right of the form.

Search  Group | Contact | photoTAN Logout

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Guarantee: Guarantee request

With this form, you can commission the issuance of a guarantee.

How does it work?

- A change order can be entered by anyone who has the right "Display on guarantees"
- Depending on the signing authorization agreed with your company for the acting persons, the order must be carried out by one or two person(s).
- The order can be released by one or two person(s) in accordance with the powers of attorney agreed with your company for the acting persons
- If you are authorized to sign by yourself, the order will be forwarded immediately for processing
- If the order has to be signed by another person, the order is placed in the order overview for second release
- Do you want to record a new order or load a template/saved order(s)?

Legal Notices
Information of data protection and disclaimers →

Would you like to create a new order or load a template/saved order?

1 ☒ new order ☐ load template ☐ load saved order

Please select the customer number / company for which you want to create the guarantee:

2 Customer Number / Company
522 9001660 | Commerzbank Pll. Mz 18-2019 X ~

Next →

Guarantee Request



1

You will find the current company address we have on file, which is used for issuing the guarantee. If the address is incorrect or outdated, please contact your bank advisor. Here you will find the company address currently on file with us, which we use for issuing the guarantee.

2

If the address is incorrect or no longer up-to-date, please contact your bank advisor.

Select a guarantee class.

- Depending on your selection, additional information and notices may appear, which you may need to agree to.

3

Select a guarantee type.

- Depending on your selection, additional information and/or input fields appear, which you must fill in.

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Guarantee: Guarantee request

You can only place the order together with another authorized person.

The order is created for the company Commerzbank Pfl. Mz 18-2019 (Customer number: 5229001660).

1 Company address Große Bleiche 35-39, 55116 Mainz, Deutschland

Guarantee details

2 class of guarantee

3 Type of guarantee

[← Back](#) [Next →](#)

[Terms](#) | [Security](#) | [Imprint](#) | [Consent Management](#) | [Legal Notices](#) | [Regulatory Disclosures](#)

Guarantee Request



1

Select the type of underlying transaction.

2

Then fill in the data fields.



A different screen/mask appears for the “tender guarantee” and “rental guarantee”. There you must enter data about the bid/property.

3

The “Save” button allows you to temporarily save the order so that you can continue with the order at a later time. You can also save a template for future entries.

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Guarantee: Guarantee request

3 Save

Contract details

What does the nature of the principal liability from the underlying transaction relate to?

1 The principal liability from the underlying transaction is

☐ an offer ☐ a request ☒ a contract

2 Enter transaction details

Reference number (optional) Date of offer

(DD.MM.YYYY)

Tender amount Currency

e.g. 25000,00 EUR - Euro X ~

Detailed description of the principal liability

← Back Next →

Guarantee Request



1

Enter the amount and currency of the guarantee.

- Please note additional information and notices.

2

Define the term of the guarantee. You can specify a fixed time using the calendar or let it run indefinitely (unlimited).

- Direct guarantees which are not expressly made subject to foreign law expire automatically when they reach their maturity date. In case of indefinite terms, we require the original certificate for derecognition.
- For further information check our [terms and conditions](#)

3

Enter the beneficiary's (company) name, address, and country of residence.

- We always require a full address within Germany - no post box addresses (!)
- Outside Germany we require at least the street and city - no post box addresses (!)

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Guarantee: Guarantee request

Guarantee details

1 Guarantee Amount Currency

Reference: The liability from the guarantee is limited to the guarantee amount. The guarantee amount is to be understood as the highest liability amount including all interests and costs.

2 Guarantee Time Limitation ☐ Yes ☐ No (Unlimited)

3 Beneficiary

Registered office/residence of the beneficiary

(Company)Name

Street No. (optional)

Postal Code (optional) Place

Guarantee Request



1

Please specify how and to whom the original certificate should be sent.

- The client always receives a copy of the documents, regardless of where the originals are sent.

2

Select the wording of the guarantee. You can either use our “*standard text*”, enter an “*individual text*” or upload a “*PDF*” file.

3

Optionally, you can enter additional references for better internal allocation. You also have the option of providing us with additional comments/instructions.

4

Enter the desired debit account.

- All EUR accounts and accounts that match the guarantee currency are available for selection.

Relationship Accounts & Payments Financing & Foreign Trade Investment & Risk Management Services My data Help

Guarantee: Guarantee request

Details of guarantee issuance abroad

1 Which bank is to issue the guarantee?

Issuance of guarantee through

☐ Commerzbank (directly)

☐ a correspondent bank of Commerzbank (indirectly)

☐ the following bank (indirectly)

Save

2 Wording of the guarantee deed

If you do not provide individual text specifications, the standard texts of Commerzbank will be used for the guarantee certificate, which you can view on the [linked page \(german texts\)](#). ([English texts](#))

Wording of the guarantee deed

☐ Standard text of Commerzbank ☐ Individual text ☐ Individual text PDF

3 References and additional instructions for processing.

Your reference (optional) Reference of the beneficiary (optional)

Processing instructions (optional)

4 Debit account for expenditures, guarantee commission and other charges.

Unless agreed otherwise, commission is payable annually in advance.

Choose debit account

☐ Standard debit account ☐ select a different debit account

Guarantee Request



1

Please indicate whether you are acting on your own behalf or on behalf of a third party. If you are acting on behalf of a third party, we require a full address of the differing client.

- If the differing client is a subsidiary company >50%, please indicate this.

2

Please note our general terms and conditions, which you may be required to agree to.

The screenshot shows a web interface for a 'Guarantee Request' form. At the top, there is a navigation bar with links: Relationship, Accounts & Payments, Financing & Foreign Trade, Investment & Risk Management, Services, My data, and Help. Below the navigation bar, the form content is displayed. It starts with a message: 'The standard debit account DE02550400220900166000 (EUR) is linked to the customer number..'. This is followed by a section titled '1 Details of the (differing) principal'. Under this section, there is a prompt 'Please select at whose request you are acting' and two radio button options: 'I/we are acting in my/our own economic interest.' and 'I/we are acting at the request of a third party: (no P.O. Box address)'. A yellow 'Save' button with a download icon is located to the right of these options. The next section is titled '2 Conditions for Guarantee Business and General Business Conditions'. It contains two sub-sections: 'Governing law and place of jurisdiction' and 'Duty of cooperation according to the German Money Laundering Act'. The 'Governing law' section explains that the application is subject to German law and that the Bank may sue the principal before the courts in Frankfurt am Main. The 'Duty of cooperation' section states that the account holder/principal is obliged to notify Commerzbank AG of any changes during the business relationship. Below this, there is a checkbox labeled 'I acknowledge my duty to cooperate.' which is currently unchecked. A 'Processing note' section follows, stating that the acceptance and processing of the guarantee order is subject to a successful review of the credit score. At the bottom of the form, there are two buttons: a 'Back' button with a left arrow and a 'Next' button with a right arrow.

Relationship Accounts & Payments Financing & Foreign Trade Investment & Risk Management Services My data Help

The standard debit account
DE02550400220900166000 (EUR) is linked to the customer number..

1 Details of the (differing) principal

Please select at whose request you are acting

☐ I/we are acting in my/our own economic interest.

☐ I/we are acting at the request of a third party: (no P.O. Box address)

Save

2 Conditions for Guarantee Business and General Business Conditions

Governing law and place of jurisdiction

This "Application for Issuance of a Guarantee" is subject to German law. If you as principal are a merchant and the placing of this "Application for Issuance of Guarantee" is attributed to a business operation of your trade, the Bank may sue you before the courts in Frankfurt am Main or any other court of competent jurisdiction. The Bank itself may in this case only be sued by you as principal before the courts in Frankfurt am Main.

This request is subject to [Conditions for Guarantee Business](#) pdf, 102 KB and [General Business Conditions](#) of the bank.

Duty of cooperation according to the German Money Laundering Act

The account holder/principal is obliged to notify Commerzbank AG without delay of any changes which may arise during the course of the business relationship with regard to the details to be established on the person of the account holder/principal or the beneficial owner(s) according to the German Money Laundering Act (§ 11, section 6 GwG).

☐ I acknowledge my duty to cooperate.

Processing note

The acceptance and processing of the guarantee order is subject to the successful review of the credit score.

← Back Next →

Guarantee Request



1

Enter a contact person with contact details for queries – you may need to agree to additional terms and conditions.

- Please always provide a complete and correct email address so that we can ensure prompt processing in case of queries.

2

If further approvals are required for the order, various notifications may be sent from the system to the email addresses you provide – you may need to agree to additional terms and conditions.

- If you have sole power of attorney, this section does not apply.

3

Upon request, we will send you a summary of the order after approval via photoTAN or pushTAN.

Relationship Accounts & Payments Financing & Foreign Trade Investment & Risk Management Services My data Help

Guarantee: Guarantee request

1 Who can we contact in your organisation for any potential queries?

First name Last name

Phone (optional)

Email address

☐ The aforementioned person has been informed about the collection of their personal data by Commerzbank for potential follow-up inquiries.

2 Information regarding the approval of the order.

The order must be approved by a second authorized signatory.

Would you like to send an email notification regarding the required approval?

Information to the approver via email
☐ Yes ☒ No

Would you like to be informed about the completed approval?

Information after approval via email
☐ Yes ☒ No

3 Would you like to receive a copy of the order via email?

You can also download it on the final page.

Send via email
☐ Yes ☒ No

← Back Next →

Guarantee Request



1

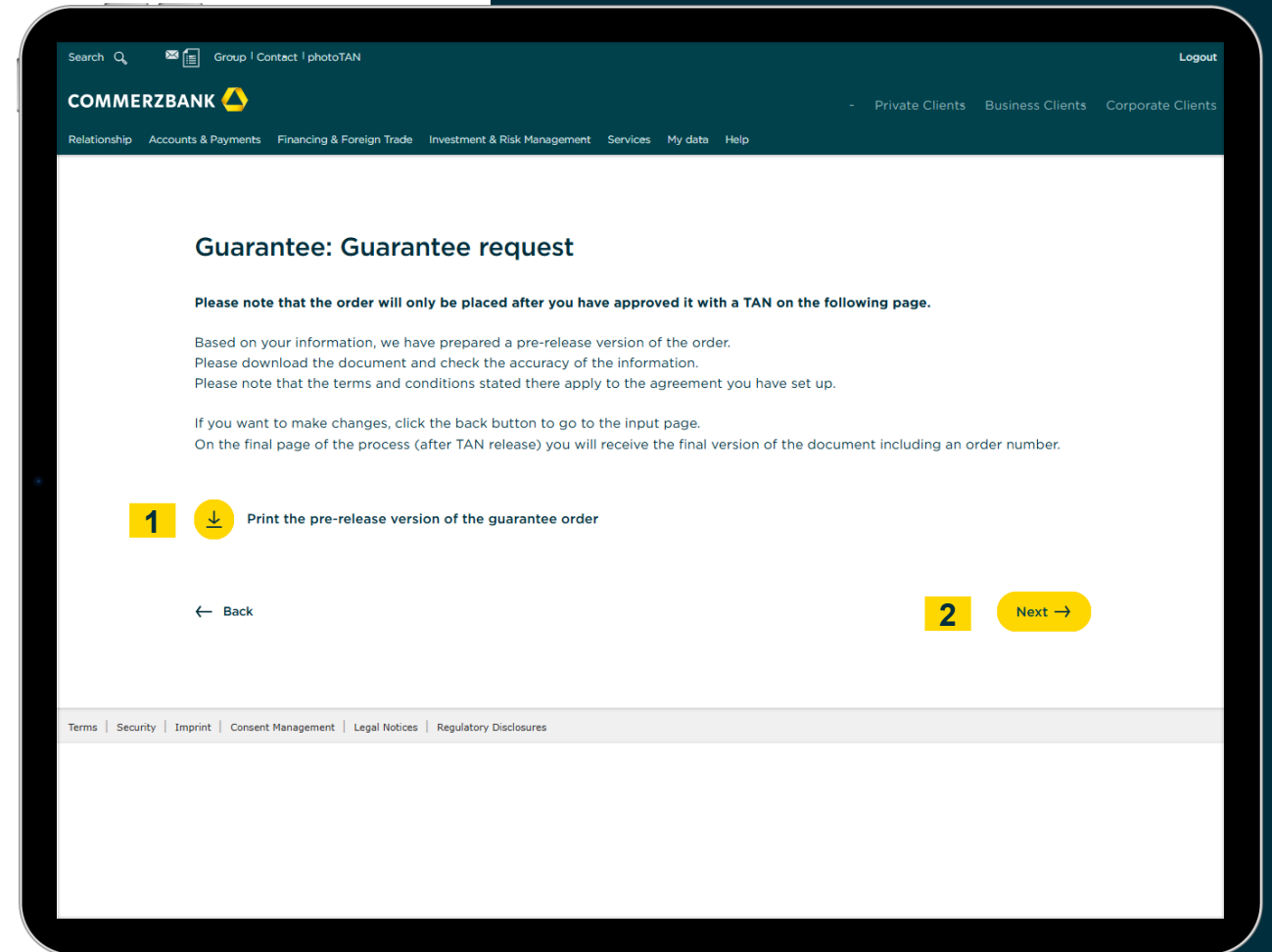
In addition to receiving the summary by email, you can also download it as a PDF file.

- You must either agree to the copy of the order being sent per email or download the PDF to continue.

2

Confirm the order on the next page using photoTAN or pushTAN.

- If you have sole power of attorney, the order will be forwarded to the guarantee unit for further processing after approval.
- If you do not have sole power of attorney, the order must be approved by one or more other person(s) in the [order overview](#).



Change Request

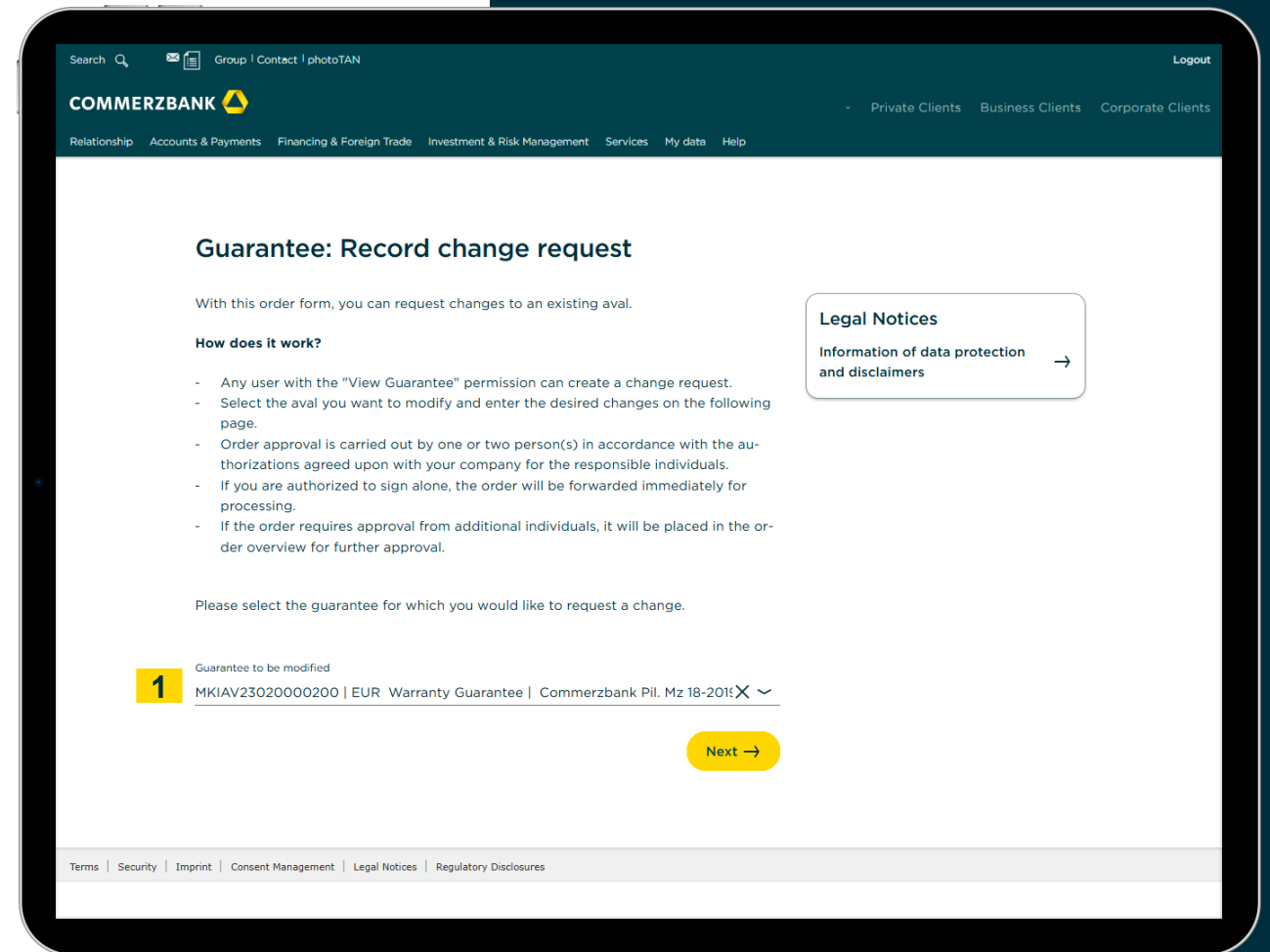


The current data for the respective guarantee is displayed in the change route. Simply replace the old data with the new one.


You can find helpful information directly in the route under the icon  as well as in our “FAQs & contact to user support” section under “Info & Services”.


1

Select the desired guarantee.



The screenshot shows the 'Guarantee: Record change request' page on the Commerzbank website. The page has a dark teal header with the Commerzbank logo and navigation links. The main content area is white. At the top, it says 'Guarantee: Record change request'. Below this, it states 'With this order form, you can request changes to an existing aval.' There is a 'Legal Notices' box on the right with a link to 'Information of data protection and disclaimers'. A section titled 'How does it work?' contains a list of bullet points explaining the process. Below this, it says 'Please select the guarantee for which you would like to request a change.' A dropdown menu is shown with the selected guarantee: 'MKIAV23020000200 | EUR Warranty Guarantee | Commerzbank Pfl. Mz 18-2015'. A yellow 'Next →' button is at the bottom right. The footer contains links for Terms, Security, Imprint, Consent Management, Legal Notices, and Regulatory Disclosures.

Search  Group | Contact | photoTAN Logout

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Relationship Accounts & Payments Financing & Foreign Trade Investment & Risk Management Services My data Help


Guarantee: Record change request

With this order form, you can request changes to an existing aval.

How does it work?

- Any user with the "View Guarantee" permission can create a change request.
- Select the aval you want to modify and enter the desired changes on the following page.
- Order approval is carried out by one or two person(s) in accordance with the authorizations agreed upon with your company for the responsible individuals.
- If you are authorized to sign alone, the order will be forwarded immediately for processing.
- If the order requires approval from additional individuals, it will be placed in the order overview for further approval.

Please select the guarantee for which you would like to request a change.

1 Guarantee to be modified
MKIAV23020000200 | EUR Warranty Guarantee | Commerzbank Pfl. Mz 18-2015 

Next →

Terms | Security | Imprint | Consent Management | Legal Notices | Regulatory Disclosures

Change Request



1

You have the option to change the guarantee amount, the term and the beneficiary's details.



Changes that are unfavourable to the beneficiary will only become effective with their consent. Further information on this can be found below under “*Proof of consent from the Beneficiary*”.



Please note the following when changing the beneficiary:

- We always require a full address within Germany - no post box addresses allowed(!)
- Outside Germany we require at least the street and city - no post box addresses allowed(!)

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Guarantee: Record change request

The change request refers to the guarantee MKIAV23020000200.
Customer relationship: 5229001660 / Commerzbank Pil. Mz 18-2019

1 Guarantee amount and expiry

Guarantee amount: 1.00 Guarantee currency: EUR

Date of expiry specified: ☐ Yes ☒ No (Unlimited)

1 Beneficiary of the guarantee

Beneficiary: Commerzbank AG, Pilotierung Mainz Pil-Auftrag 18-2019

Street and house number (optional): Grosse Bleiche 35-39

Postal code and city: 55116 Mainz

(Company) headquarters of the guarantee beneficiary: Deutschland

Change Request



1

You can also change/add to the processing references, depending on whether they were filled in on the original order or not.

2

Specify how and to whom the original certificate should be sent

- The client always receives a copy of the documents, regardless of where the originals are sent.

3

You also have the option of sending us additional comments/instructions or individual change requests.

Relationship Accounts & Payments Financing & Foreign Trade Investment & Risk Management Services My data Help

1 Reference for processing

Reference of the client (optional)
Pil-Auftrag 18/2019 NF

Reference of the beneficiary (optional)
Pil-Auftrag 18/2019 NF

2 Dispatch of the guarantee amendment / Domestic

Which delivery method should be used for the addendum/amendment of the guarantee?

Delivery method for guarantee issuance

☒ Mail ☐ Courier service

To whom should the documents be sent?

Recipient of the documents

☐ To me / us ☐ To the guarantee beneficiary ☐ To a third party

3 Processing instructions

Processing notes (optional)

Change Request



1

In the event of an unfavourable change to the beneficiary, please upload a letter of consent legally signed by the beneficiary.



Changes that are unfavourable to the beneficiary will only become effective with their consent.

2

Please note our general terms and conditions, which you may be required to agree to.

The screenshot shows a web interface for a 'Change Request' form. At the top is a navigation bar with links: Relationship, Accounts & Payments, Financing & Foreign Trade, Investment & Risk Management, Services, My data, and Help. The main content area is divided into two sections. The first section, titled '1 Proof of beneficiary's consent', explains that changes at the expense of the beneficiary (e.g., amount reduction, shortening of the term) will only take effect once the beneficiary has explicitly agreed to or confirmed these changes. It asks the user to upload a legally signed consent letter from the beneficiary. Below this is an 'Upload consent letter (optional)' section with an upload icon and instructions to upload a PDF file via drag & drop or by clicking on the upload icon. The second section, titled '2 Applicable law and jurisdiction', states that for this 'Order to Amend a Guarantee,' German law applies. It explains that if the client is a merchant, the bank may sue in the courts of Frankfurt am Main or another competent court. It also mentions that the request is subject to the 'Conditions for Guarantee Business' pdf (102 KB) and 'General Business Conditions' of the bank. Below this is a section titled 'Duty to cooperate under the Money Laundering Act' with a checkbox indicating that the account holder/client is obliged to immediately notify Commerzbank AG of any changes that occur during the course of the business relationship with regard to the information to be determined under the Money Laundering Act pertaining to the identity of the account holder/client or the beneficial owner(s) (§ 11 Para. 6 GwG). At the bottom of the form are two buttons: '← Back' and 'Next →'.

Relationship Accounts & Payments Financing & Foreign Trade Investment & Risk Management Services My data Help

1 Proof of beneficiary's consent

Changes at the expense of the beneficiary (e.g., amount reduction, shortening of the term) will only take effect once the beneficiary has explicitly agreed to or confirmed these changes.

Please upload a legally signed consent letter from the beneficiary.

Upload consent letter (optional)
Upload your PDF file via drag & drop into this field or by click on the upload icon.

2 Applicable law and jurisdiction

For this "Order to Amend a Guarantee," German law applies. If you, as the client, are a merchant and the issuance of the "Order to Amend a Guarantee" is attributable to the operation of your commercial business, the bank may sue you in the courts of Frankfurt am Main or another competent court. In this case, the bank itself can only be sued by you, as the client, in the courts of Frankfurt am Main.

This request is subject to [Conditions for Guarantee Business](#) pdf, 102 KB and [General Business Conditions](#) of the bank.

Duty to cooperate under the Money Laundering Act

☐ The account holder/client is obliged to immediately notify Commerzbank AG of any changes that occur during the course of the business relationship with regard to the information to be determined under the Money Laundering Act pertaining to the identity of the account holder/client or the beneficial owner(s) (§ 11 Para. 6 GwG).

← Back Next →

Change Request



1

Enter a contact person with contact details for queries – you may need to agree to additional terms and conditions.

- Please always provide a complete and correct email address so that we can ensure prompt processing in case of queries.

2

If further approvals are required for the order, various notifications may be sent from the system to the email addresses you provide – you may need to agree to additional terms and conditions.

- If you have sole power of attorney, this section does not apply.

3

Upon request, we will send you a summary of the order after approval via photoTAN or pushTAN..

Relationship Accounts & Payments Financing & Foreign Trade Investment & Risk Management Services My data Help

Guarantee: Record change request

You can only place the order jointly with another authorized signatory..

1 Contact person for inquiries

First name Last name

Phone number (optional)

Email address

☒ The person mentioned above has been informed about the collection of their personal data by Commerzbank for potential inquiries.

2 Information regarding the approval of the order

The order must be approved by a second authorized signatory.

Would you like to send an email notification regarding the required approval?

Information to the approver via email
☐ Yes ☒ No

Would you like to be informed about the completed approval?

Information after approval via email
☐ Yes ☒ No

3 Would you like to receive a copy of the order by email?

You can also download it on the final page.

Send via email
☐ Yes ☒ No

[← Back](#) [Next →](#)

Change Request



1

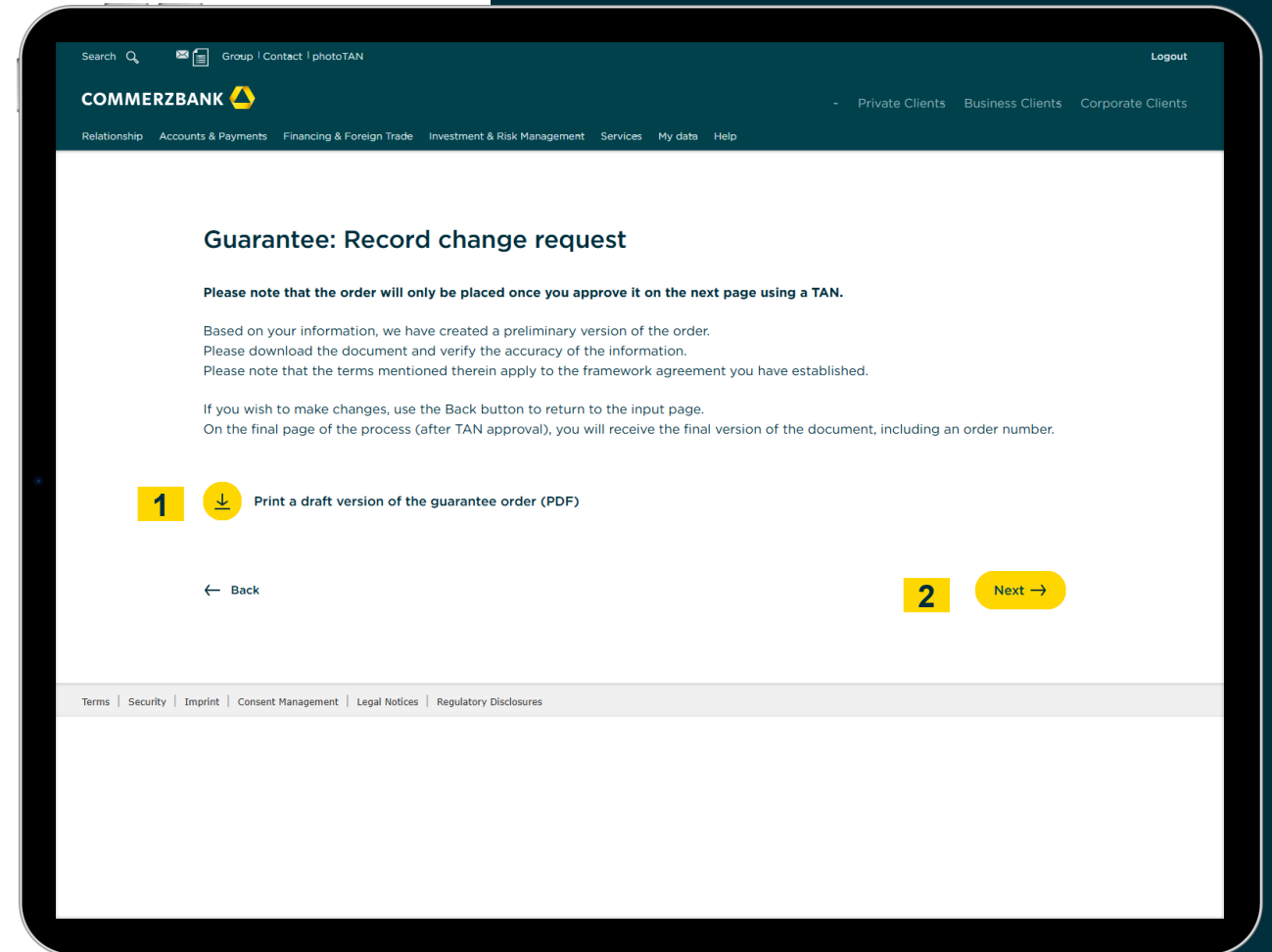
In addition to receiving the summary by email, you can also download it as a PDF file.

- You must either agree to the copy of the order being sent per email or download the PDF to continue.

2

Confirm the order on the next page using photoTAN or pushTAN.


- If you have sole power of attorney, the order will be forwarded to the guarantee unit for further processing after approval.
- If you do not have sole power of attorney, the order must be approved by one or more other person(s) in the [order overview](#).

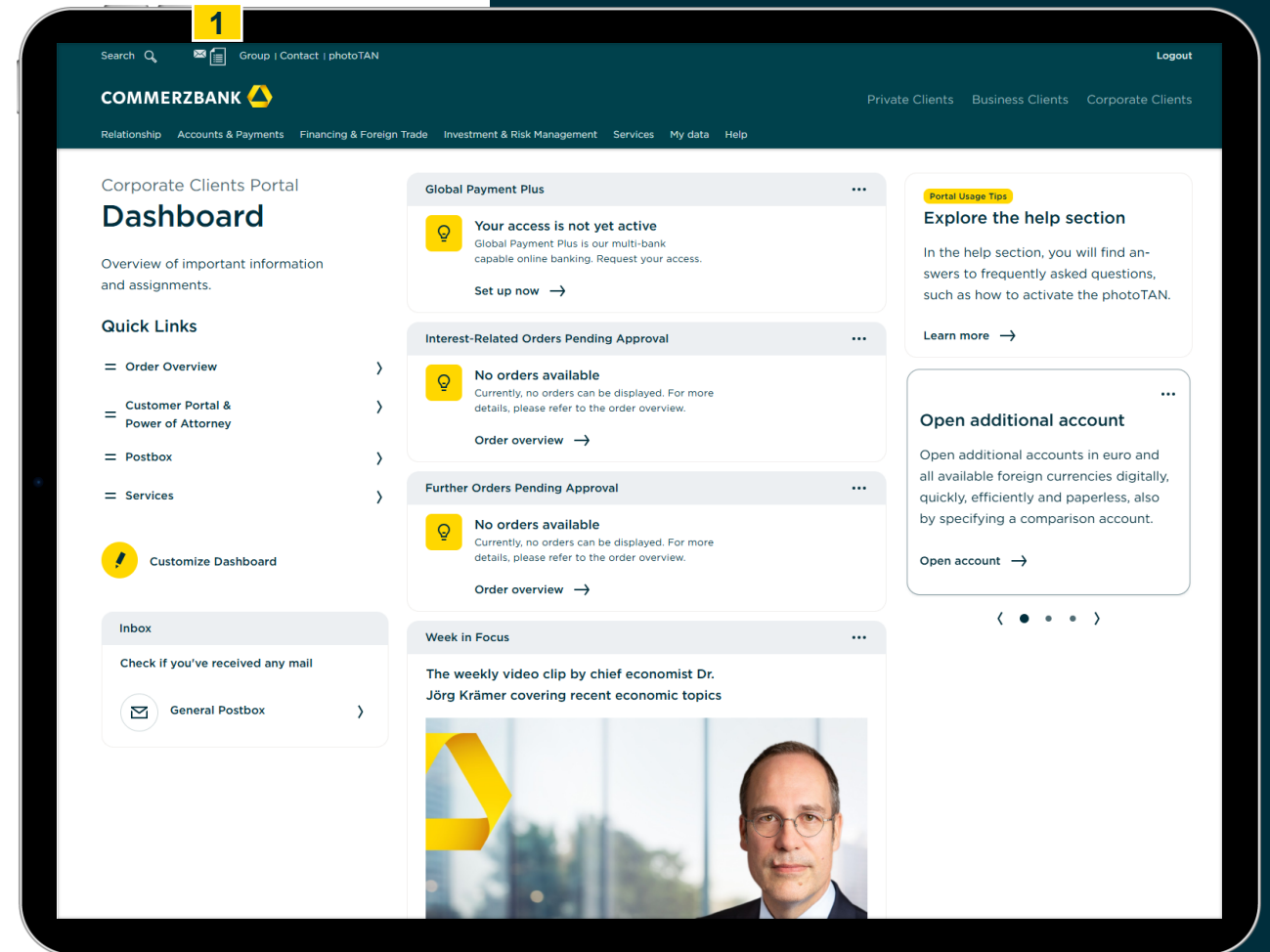


Order Overview



1

To access the order overview, click the icon  at the top left of the screen – to the right of the search function.



Order Overview



1

- Select the relevant order and click on “*Approve*”.
- To get a quick summary of the order, simply click in the order line and a slide with further details will appear on the right side of the screen.

Search

Group | Contact | photoTAN

Logout

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Relationship Accounts & Payments Financing & Foreign Trade Investment & Risk Management Services My data DVP Help

Your order overview

Help

Orders to be released for guarantees with an entry date before 11/20/2025 can be found [here](#) (3 orders are open).

Search in table

Topic

Customer number

Date from

Date to

Filter table:

Ongoing process

To do

Completed

Due

Reset filters

Topic	Details	Date	Reference	Action
Guarantee Opening: Anzahlungsaval Test 5,00 EUR	Approved	Created on: 27.11.2025 10:19	FA022SZ21000	→ View Order
Guarantee Opening: Mietaval dsfsdf 10000,00	waiting for approval	Created on: 26.11.2025 15:58	FA022SU21000	→ Approve
Guarantee Opening: Mietaval dsfsdf 10000,00	waiting for approval	Created on: 26.11.2025 15:53	FA022ST21000	→ Approve
Guarantee Opening: Mietaval dsfsdf 10000,00	waiting for approval	Created on: 26.11.2025 15:51	FA022SS21000	→ Approve
Guarantee Opening: Mietaval dsfsdf 10000,00	waiting for approval	Created on: 26.11.2025 15:49	FA022SR21000	→ Approve

Order Overview



1

Open the PDF file „Auftrag_Aval_anlegen“ and check the guarantee details.

2

Click on “*Approve Order*” to perform the second release via photoTAN or pushTAN. The order will then be transmitted to the guarantee unit.

- If the order has been entered incorrectly, click “*Reject Order*” and re-enter the (complete) order.
- If the person who entered the order does not have any power of attorney, the order must be approved by one person with sole power of attorney or by two persons with joint authority.

The screenshot displays a web application interface for a 4-Eyes Approval process. At the top, a navigation bar includes links for Relationship, Accounts & Payments, Financing & Foreign Trade, Investment & Risk Management, Services, My data, DVP, and Help. The main heading is "4-Eyes Approval for Opening for a Guarantee". Below this, a message states: "The following order was prepared for review and approval." The current status is "waiting for approval".

Order entry information

Order	FA0225U21000 (created on 26.11.2025 15:58 Hrs)
Initiator	Clark Kent
Customer Number	3002194470
Customer Name	Avale AG Test Versandadresse

Order to be released

Please approve the issuance of a guarantee for Avale AG Test Versandadresse.

Order Type	Guarantee Opening: Mietaval dsfsdf 10000,00
Client	Avale AG Test Versandadresse
Guaranteetyp	Bürgschaft/ Mietaval
Beneficiary	dsfsdf (Probeort, Deutschland)
Guarantee Amount	10000,00 EUR - Euro
Debitaccount	DE18100400000410005300 EUR
Future GuaranteeID	
Notice	In the attached PDF, you will find the details.

Already given Approvals

There is no approval yet.
If you release the order, it will be forwarded for processing.

PDF-Attachments

Please download the order documents and review them before approval

1 Auftrag_Aval_anlegen.pdf

Navigation: ← Leave Page 2 Reject Order → Approve Order →



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