

# Outbank Helpdesk

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## Why can't I make payments with Commerzbank?

Christine - 2016-10-26 - in [Send money / Request money](#)

As the Commerzbank does not support the request via "HBCI+" or "FinTS PIN/TAN", Outbank has to read the data directly from the website. Therefore, we can only provide balance and transactions.

TAN-based transactions can only be supported if the Commerzbank enables inquiries via "HBCI" or "FinTS PIN/TAN".