

# Outbank Helpdesk

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## Why can't I use Swiss and Austrian banks to make payments?

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

Bank communication based on "HBCI/FinTS" is currently only supported by banks headquartered in Germany.

Banks from Austria and Switzerland only support balance and transaction inquiries, because Outbank reads the data directly from the bank's website. TAN based transactions are therefore not possible.