

# Outbank Helpdesk

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## Why are special characters or umlauts not shown in my transactions?

Christine - 2017-08-09 - in [Banks](#)

Unfortunately not all banks support the german umlauts or special characters like the "ß".

These special characters are allowed by specification:

- blank space " "
- dot "."
- comma ","
- the "&"
- dash "-"
- plus "+"
- star "\*"
- procent-sign"%"
- slash "/"
- dollar "\$"

These signs are shwon properly in the app.

The netbank and the Saprda-Banken are converting special characters in the transfer reason of a transaction. We have no influence on that.