

Sparkasse provides a framework for secure online banking. But your own actions are also a major contribution to your security:

Secure your computer system

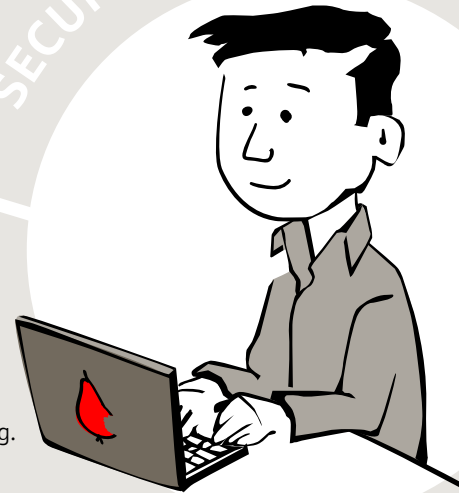
- Update the operation system, the browser and the virus scanner regularly.
- Activate a firewall.
- Always keep your programs up to date.

Follow our tips for secure internet usage

- Only install programs from trustworthy sources.
- Do not open unknown email attachments.
- Never disclose confidential data such as credit card details.
- Do not use online banking via public hotspots.
- Set secure passwords.

Follow our tips for secure banking

- Check your transaction data in the TAN message (pushTAN, chipTAN, smsTAN) against your original data before entering a TAN.
- Watch out for unusual displays and processes in online banking.
- Never disclose your access data and media to anyone else.
- Make sure your data connection with Sparkasse is secured.
- Only enter a TAN after a prior transaction request.



In an emergency

- Immediately block your online banking access, for example, by entering 3 wrong PINs at login.
- Contact us as soon as you encounter anything unusual.
- Carefully check your account statements in the electronic account statements (PDF files) or account statements from self-service terminals.
- Have your PC checked for malware and do not use online banking on the device until it has been safely removed.
- When you request reactivation of online banking at the branch, also request a new PIN. After that, under all circumstances, go to „Service → Anmeldenname ändern“ in your banking, change your login name and do not use your previous PIN/login name any longer.

Block access: If you are not sure if your banking works, request your access to be blocked. You can reach us via **phone: 0451 147-147 (Mon–Thurs from 8 am – 6 pm, Fri from 8 am – 3.30 pm)**. Outside of business hours, the central **card block helpline 116 116** will assist you. You will receive a new PIN for online banking via your branch.

DO YOU HAVE ANY QUESTIONS? WE WOULD BE HAPPY TO HELP YOU.

Central service call number: You can contact us under **0451 147-147 Mon–Thurs from 8 am – 6 pm, Fri from 8 am – 3.30 pm**

Further information is available at: www.sparkasse-luebeck.de

YOU CAN ALSO CONTACT US AT:

Direkt-Beratung
Text-Chat: <http://s.de/2nzd>

Online banking support for private customers

Telephone: **0451 147-147**

Available: **Mon–Thurs from 8 am – 6 pm, Fri from 8 am – 3.30 pm**