



Keep your Web Banking secure

Check that the website is secure

1. **Always connect to Web Banking via a familiar computer and Internet connection.** Avoid using public computers (e.g.: cafés, hotels), Wi-Fi connections or public networks.
Certain programs or viruses are likely to be installed on public computers as well as on certain redirected Wi-Fi connections.
2. **Install a practicable anti-virus** (e.g.: Kaspersky, ESET, McAfee) and ensure it is updated on a daily basis.
Certain anti-virus programs offer a special dedicated function for connections to banking websites.
3. **Use an 'official' operating system**
Do not use a pirated version of Windows or iOS jailbreaking.
4. **Ensure the operating system is up to date.**
Windows provides automatic updating of its system.
5. Check that the URL address is that of the Web Banking website and that it always begins with '**HTTPS**'.

A few security tips

6. **Regularly verify your bank transfer history.**
Immediately inform the bank if you discover a bank transfer to an unknown recipient.
7. On the "Web Banking" application for iPhone and Android smartphones, **set up a warning** for bank transfers and expenditure by credit card which exceeds a certain amount and when the bank balance is below a certain amount.
8. Opt for **enhanced identification** when connecting with the Token.
9. Use a unique secret code to connect to Web Banking.
As a general rule, never use the same password on different Internet sites.
10. Never communicate a **secret code** via e-mail, telephone or on any form.
The bank will never ask you for a secret code (or LuxTrust or Card Code) and will not send you a link to Web Banking in an e-mail.
11. **Quit the Web Banking application by clicking on "Log out"**; do not click on the cross on the browser window.
12. Type the website address in your browser or use a 'favourite'. Do not click on hypertext links in an e-mail.



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What shall I do?

13. If your telephone, tablet or computer is stolen or lost, immediately contact the Web Banking helpline and change all your passwords as soon as possible (e-mail, etc.).
14. Please inform us of any suspicious behaviour (on the application or, for example, via an e-mail received).

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