



You can help to make eBanking safer by observing the following:

- **Wirecard Bank AG** and its employees will never send you an e-mail asking for your online banking PIN, TAN numbers, account number or your name. Should you receive e-mails with suspicious content, do not answer them, but call us immediately at: +49 (0) 1805 / 558 390* and/or forward these e-mails to service@wirecardbank.com.
- You will never be asked for more than one Sm@rt TAN PLUS number per transaction in the **Wirecard Bank AG** eBanking procedure.
- Your eBanking PIN and your Sm@rt TAN PLUS may not be provided or made accessible to unauthorised third parties. Please keep your PIN and your Sm@rt TAN PLUS in separate places.
- Never store your access data on your own or any other computer.
- Always keep your operating system, as well as your browser, anti-virus and firewall software updated.
- Close all other browser windows before starting the online banking application.
- Only make your online payments from a computer that you know to be uncompromised by malicious software.
- For your eBanking, please do not use “typical” logins such as 123456 (these are not permitted), your date of birth or similar combinations that are easy to guess.
- Please have your login data cancelled immediately, should you in any way suspect that an unauthorised person knows your login data and/or has access to it.