



# Online Bank security

For your security when carrying out transactions via the Online Bank, we use well tried and tested security solutions. You get access to a personal identification method such as a Mobile Bank ID or the security authenticator in order to guarantee that it is definitely you logging into the Online Bank.

We, as a bank, and you, the customer, can work together to prevent online fraud. The identification methods you use to access your account online should be regarded as identification documents. You should protect codes and passwords at all times and never reveal them to anyone, not even to the bank.

## To minimise the risks of online fraud, you can do the following

- Every time you finish using the Online Bank, log out
- Update your web browser, java software and operating system regularly
- Use an up-to-date antivirus program and firewall
- Change the password for your home router so it does not use the manufacturer's standard password

To minimise the risks associated with the security authenticator, you can do the following

- Always ensure that the control number that you enter into the security authenticator
  - begins with a 9 when you log into the Online Bank using a control number and reply code. When you log in using a one-time code, no control number is displayed.
  - is based on the account number or bankgiro/postgiro number that you fill in when you register a new payee.
  - begins with a 0 when you must approve a transfer or payment amount (unless the amount is equal to or over SEK 100,000).

Remember that the bank will never e-mail you asking you for your account details or codes or ask you to update or download software via a link in an e-mail. If you have any doubts, do not open e-mail messages or attachments.

## Further information about security

Read more about the bank's responsibility and your responsibility at [swedbank.se/sakerhet](http://swedbank.se/sakerhet), or call the Online Bank customer service on +46 (0)771 977512.

If you have any questions about your antivirus software or firewall, please contact your supplier.

