

KEY TIPS TO PROTECT YOURSELF WHEN CHOOSING ONLINE OR MOBILE BANKING SERVICES

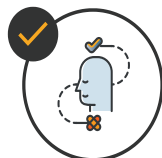
BEFORE CHOOSING A SERVICE



Identify your financial needs



Collect information about the services and read it carefully



Check whether the services fit your financial needs and capabilities



Compare offers from different banking services providers

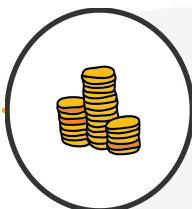
WHEN CONCLUDING AN AGREEMENT FOR A PARTICULAR SERVICE

1 READ AND UNDERSTAND THE TERMS AND CONDITIONS BEFORE SIGNING



- ✓ Ask the provider to make available to you the pre-contractual information on your rights and obligations as it is required to do;
- ✓ Download the documents and save or print them for future reference;
- ✓ Look at the characteristics of the service, the contract duration, the total cost and any additional charges, and, if applicable, the conditions of your right of withdrawal;
- ✓ Make sure you understand the implications of your financial commitment (for example, what happens if things go wrong?);
- ✓ Ask the provider for clarifications if you are unsure about any particular detail.

2 PAY PARTICULAR ATTENTION TO ALL FEES AND CHARGES



- ✓ Take enough time to review the financial conditions of the agreement and the whole pricing list;
- ✓ Focus not only on fees applicable to the main service/package, but also check charges, including standard fees and the costs of additional services;
- ✓ Where available, use a 'total cost indicator' (e.g. the annual percentage rate) to compare different options.

3 THINK ABOUT SECURITY



- ✓ Understand how your personal information will be treated and protected under the agreement;
- ✓ Check the identity, contact details and legal status of the provider and whether it is authorised to provide the services, to avoid you becoming a victim of fraud;
- ✓ Protect your personal details or security credentials to prevent criminals from accessing your account in your name. You can do this by choosing providers using strong authentication methods, logging out of your session, using secure Wi-Fi connections, strong passwords and PINs, and keeping your operating system and anti-virus software up-to-date;
- ✓ Monitor and report suspicious activity on your account or unauthorised access as soon as possible, so as to allow the provider to take the necessary steps immediately.

4 FILE A COMPLAINT IF YOU THINK YOUR RIGHTS HAVE BEEN DENIED



- ✓ First, try to solve the problem yourself by writing directly to the provider. The [European online dispute resolution \(ODR\) platform](#) can also be used to send your complaint directly to the provider, for any services bought online;
- ✓ If the provider does not respond or you are unsatisfied with its response, you may consider:
 - (i) approaching an alternative dispute resolution scheme, such as a [financial ombudsman](#), using the [European ODR platform](#) to get the right body to solve the dispute for you;
 - (ii) using the [FIN-NET network](#) in either your own country, or the country of your provider to file a complaint against a provider in another EU/EEA country by;
- ✓ Contact and inform the relevant the [Financial Conduct Authority](#).
- ✓ Consider taking legal actions at your national courts.