



## Online Security Information: Reporting Suspicious Emails

If you receive a suspicious email, please inform ProCredit Bank immediately by visiting your nearest branch, contacting your client adviser or phoning the following number **044 590 10 00 or 0 800 50 09 90 (For toll-free calls within Ukraine)**. You may also forward the email to the following email address [contact\\_office@procreditbank.com.ua](mailto:contact_office@procreditbank.com.ua).

### Remember:

Banks will never email you to request that you "confirm" or "update" your password or any personal information by clicking on a link and visiting a website. ProCredit Bank will only request that you update your password after you have logged into ProCredit Bank's Internet banking service and the secure connection symbol is visible.

Treat all unsolicited emails with caution and never click on links in such emails and or enter any personal information.

To log on to Internet banking, open your web browser and type the address in yourself.

If in doubt about the validity of an email, or if you think that you may have disclosed confidential information, please inform ProCredit Bank immediately by visiting your nearest branch, contacting your client adviser or phoning the following number **044 590 10 00 or 0 800 50 09 90 (For toll-free calls within Ukraine)**.

You may also forward the email to the following email address

[contact\\_office@procreditbank.com.ua](mailto:contact_office@procreditbank.com.ua)

### Reminder:

- **Treat all unsolicited emails (especially those from unknown senders) with caution and never click on links in such emails to visit unknown websites**
- **Install anti-virus software, keep it up-to-date and run regular security scans**
- **Install and learn how to use a personal firewall**
- **Install the latest security updates, also known as patches**