



Erste Bank Warns About Phishing E-Mails on Occasion of SEPA Changeover

18.06.2014

Phishing mails regarding the conversion to IBAN and BIC are circulating

Bank never asks for secret data per e-mail

Fraudsters are currently once again increasingly trying to persuade bank customers to disclose sensitive, personal data by means of mass e-mails. The newest ploy of the fraudsters involves the changeover to international SEPA payment transfers in Europe.

The topic is currently used as a pretext to send fake bank information randomly per e-mail to thousands of e-mail addresses, whether one is or isn't a customer of the bank concerned. The criminals hope that someone reacts, clicks on the link contained in the mail and then discloses as many personal and secret data as possible.

"A reputable bank doesn't do something like that. We would never ask our customers about secret data or TAN codes", says Günter Lazel, netbanking expert at Erste Bank.

"Anyone who gets a suspicious e-mail should forward it to our IT experts and thereafter delete it immediately"

Contact: helpdesk@s-servicecenter.at

If one is unsure of what to do, one can also call the 24 hour service at the telephone number 050100-50200.

Especially cheeky: Quite a few also attempt this ploy via telephone, trying to elicit access codes to online banking facilities and the corresponding TAN codes. Something of this sort is also always a scam.

Up-to-date virus protection (on smart phones as well), an active firewall, and an up-to-date operating system are the basic preconditions for surfing the internet safely.

The new safety center of Erste Bank und Sparkassen informs about the latest threats in short videos:

<https://sicherheit.sparkasse.at/>

Protection Against Phishing

Be careful with e-mails from unknown senders, never click on any links therein. At a first glance, it can often appear that a bank is the sender.

Banks will never ask their customers to disclose personal data per e-mail, such as e.g. passwords, TAN or TAC codes, credit card numbers, mobile phone data or customer data.

In case of doubt, always contact the help desk (050100-50200). Forward suspicious e-mails to helpdesk@s-servicecenter.at and delete them thereafter.