

## Telephone Bank security

The Telephone Bank is a personal service. For your own security, you dial in your Swedish personal identity number and your personal code before you are connected to the bank. Your code acts as identification when you call us. This is a secret code, which you choose yourself. If you want to change your code, you can do so using the Telephone Bank's selfservice or via the online bank.

Advice when choosing a personal code:

- Choose a code which is hard to guess; for example, "11111" is far too easy
- Do not choose a combination of digits from your Swedish personal identity number
- Never store your code together with your identification – learn your code off by heart
- Choose a code which is different to your debit card PIN code
- Ideally, you should change your code regularly

Public places and telephones

Think about how you use the Telephone Bank in public places where other people could see and hear what you are saying. It is important that you prevent anyone else from seeing the code you are entering. Do not say your account number and amounts out loud if you think that any unauthorised person could hear you.

Avoid using public telephones with a redial function for the last dialled number. If you have to use this type of telephone, you can dial another number immediately after finishing your call to the Telephone Bank so that only this number is stored in the telephone's memory. For security reasons, the customer telephones at our branches do not have redial buttons.

The bank's responsibility

For your own security and that of the bank, all calls to the Telephone Bank are recorded so that exactly what was said can always be confirmed. In certain situations, the bank also carries out additional checks by asking you additional questions.

If you change your mobile phone number

The Quick Balance mobile service is linked to your mobile phone number. You should therefore remember to cancel the Quick Balance service (72#) if you change your mobile phone number.

Find out more

For more information and advice about security, go to [www.swedbank.se/sakerhet](http://www.swedbank.se/sakerhet)

