

# Behavioural rules

## Behavioural rules

We, as VP Bank, provide one of the best possible security standards. The behaviour of the user is an important factor in reducing risks when using VP Bank e-banking.

### Basic behavioural rules for ...

#### ...e-Mails:

- The VP Bank will never send you e-mails in which you are requested to reveal confidential and/or personal information (account number, password, matrix-card code, ...). Please never answer such e-mails.
- The VP Bank will never send you e-mails in which you find a link to start the e-banking application or another program. Ignore e-mails containing a link to start e-banking and contact us immediately (+ 423 235 64 64)
- Never open e-mails or attachments from senders you do not know
- E-mail messages are like postcards: they can be read. Never send confidential data such as account numbers or credit card numbers.
- Never send instructions via e-mail. VP Bank does not implement any instructions sent by e-mail.

#### ...password and matrix card:

- Do not write down any security features (passwords, codes, etc.), do not save them on your PC or give access to third-persons.
- Choose a password that cannot be guessed easily. Use a combination of upper-case and lower-case letters with figures, but do not use names, birthdays, street names, house numbers etc.
- Change your password regularly.
- Do not tell anyone your password, not even the hotline or a member of VP Bank staff.
- Do not leave the matrix card unattended.
- Do not write down your password or the username onto the matrix card.

#### ...starting the VP Bank e-banking application

- Please start the e-banking always local from your PC (e.g. from the icon on the desktop) and not with any internet browsers.
- Never start VP Bank e-banking in internet –coffees.

## Further safety precautions

Save your data during internet sessions by using additional software.

### Antivirus programs

Install an antivirus program that protects your computer against viruses, worms and Trojan horses. Keep your security program up to

date by updating it regularly. In general an online update service is provided on the manufacturer's website. An antivirus program should also check e-mail attachments.

## Personal firewall

A firewall gives your computer additional protection against unauthorised access from the internet. A firewall acts as a "doorman" when you are connected to the internet, and monitors the flow of data between your PC and the internet.

## Operating system updates

Security breaches are always being found in operating systems. These breaches put your computer at risk. Keep your system up to date with regular system updates from the manufacturer's websites.

### More information

[▶ Questions & Answers](#)

### e-banking Helpdesk

#### e-banking Helpdesk Vaduz/Zurich

Phone: +423 235 64 64

Fax: +423 235 79 79

**Monday thru Friday**

**8.00 AM - 5.30 PM**

[▶ Send e-mail](#)

#### e-banking Helpdesk Luxembourg

Phone: +352 404 770-555

Fax: +352 404 770-505

**Monday thru Friday**

**8.30 AM - 5.30 PM**

[▶ Send e-mail](#)

#### e-banking Helpdesk Singapore

Phone: +65 6305 0050

Fax: +65 6305 0051

**Monday thru Friday**

**9.00 AM - 6.00 PM**

[▶ Send e-mail](#)

**e-banking Helpdesk BVI**

Phone: +1 284 494 1100

Fax: +1 284 494 1199

**Monday thru Friday**

**8.00 AM - 5.00 PM**

[▶ Send e-mail](#)

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## Contact

**Verwaltungs- und Privat-Bank  
Aktiengesellschaft**

Aeulestrasse 6

9490 Vaduz

Liechtenstein

Tel +423 235 66 55

Fax +423 235 65 00

[▶ Contact form](#)

[▶ Send e-mail](#)

[▶ All locations](#)