



Security information for Hauck Aufhäuser Lampe Online Banking

The security of your bank account and your data is our top priority. That is why we are continuously improving our security measures and also work together with external specialists..

You too can actively contribute to the security of your Hauck Aufhäuser Lampe Online Banking:

Important notes:

- We will never ask you for your PIN or TANs by phone or e-mail, nor will we ever ask you to enter sensitive data such as your IBAN, PIN or TAN on a website.
- You will never be asked to carry out a “test transfer” or a “return transfer”.
- We will also never ask you to install any security software related to the mobileTAN/SMS-TAN on your smartphone, either by SMS or phone call.

Protect your computer:

- Always keep your operating system and all programs up to date. Install security updates promptly.
- Update your antivirus program regularly, ideally daily, and automate this process.
- Use a personal firewall for additional protection.
- Deactivate the function to cache encrypted pages on your browser (e.g. Microsoft Edge or Google Chrome) on your hard disk.
- Do not carry out any online transactions if you suspect that your PC is infected.
- Watch out for unusual activity in your online banking to detect possible manipulation at an early stage.
- Avoid logging into Online Banking via unknown computers (e.g. in Internet cafés) or public networks.
- Protect your computer with a password.

Secure your access data:

- Keep your personal security features safe and only use the online banking access channels specified by the bank.
- Keep your authentication tool (PIN and mobile device) safe from access by third parties.
- Make sure that no one can read your access data when you enter it.
- Keep the login name, PIN and, if applicable, the authentication tool separate from each other.
- Never pass on your access data outside of Online Banking, e.g. by e-mail.
- Change your PIN regularly and choose a combination of upper and lower case letters, special characters and numbers. Avoid personal references.
- Never enter more than one TAN at the same time.
- Always use the log-out button to exit online banking and delete the cache if you share your computer with others.