

Read more about  
how to bank safely at  
[nordea.fi/security](https://nordea.fi/security).

## Stay one step ahead of fraudsters with our tips

Scams are becoming increasingly common. Anyone can become the target of a scam because they aren't always easy to spot.

Fraudsters may attempt to gain access to your online banking credentials or card details or to trick you into making a payment. They may use various means to contact you, such as text messages, emails, phone calls, search engines, websites and social media platforms.

To help you protect yourself from scams as effectively as possible, we are constantly developing our security solutions and services. We also work closely with the authorities and other banks in Finland and across the Nordics on fraud prevention.

You also have an important part to play in preventing fraud. When you keep a few simple rules in mind, you will learn how to recognise scams and can keep yourself and your loved ones safe. See our five tips on the next page to stay one step ahead of the scammers.

## Five tips for secure banking

**Save these  
tips for later!**

### 1 Stop and check if the contact is genuine.

Scammers often pretend to be someone you trust, such as a family member, an acquaintance or an authority. They may also create a sense of urgency to pressure you into acting quickly. Stop for a moment and think whether the contact or link is genuine or whether something seems too good to be true.

### 2 Keep your online banking credentials to yourself.

Remember that you should never give your online banking credentials or card details to anyone else, not even your family members. Your bank or the authorities will never ask you for your online banking credentials.

### 3 Always read carefully what the Nordea ID app is asking you to confirm.

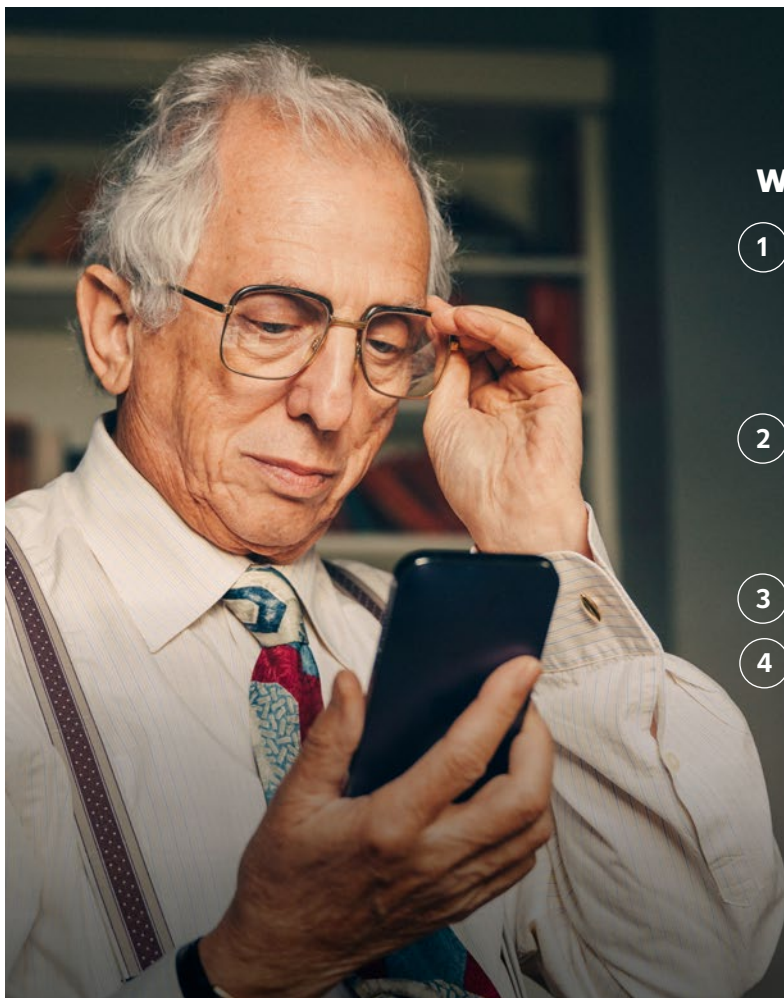
Don't confirm any transactions until you've checked that the details shown in the Nordea ID app match the transaction you're making.

### 4 Be careful when clicking links.

Scammers create convincing fake websites that look like the real websites of banks or the authorities. Make sure you visit a legitimate website by typing the entire website address in your browser's address field or use the service provider's official mobile app. Never log in to any banking service or public online service by clicking links you have received in an email or text message, or via search engines.

### 5 Share our tips with your family and friends.

Make sure your loved ones also know how to stay safe online. For more information about different types of scams and how to avoid them, visit [nordea.fi/security](https://nordea.fi/security).



## What do I do if I've been scammed?

- 1 First call us on 0200 70 000 (local rates apply). It's important that you contact us immediately if your online banking credentials or card details have fallen into the wrong hands.
- 2 Outside of our customer service opening times, you can call the card blocking service on 020 333 to block your online banking credentials and your card.
- 3 File a police report online at [poliisi.fi](https://poliisi.fi).
- 4 Anyone can fall victim to a scam. After experiencing fraud you may feel a range of emotions but remember that you don't have to suffer alone. Reach out to your friends and family for support. Victim Support Finland also offers a helpline and support on their website at [riku.fi](https://riku.fi).