

Fight against fraud: your vigilance is key!

Fraudulent behaviour is not a new phenomenon. Fraudulent practices can take various forms, but the vast majority of them involve trying to recover your confidential data* such as account numbers, user identification or passwords in order to be able to carry out fraudulent transactions from a bank account, by impersonating its holder.

As such, Natixis Wealth Management will never ask you to disclose all or part of your banking or confidential data*, or to enter any information from your computer, for any reason whatsoever (IT maintenance operations, unlocking or validation of your credentials, etc.).

If you receive such a request, by mail, e-mail or by telephone (phone call or SMS), know that you are the victim of an attempted fraud.

WHAT GOOD PRACTICES TO ADOPT?

We urge you to be cautious and adopt the following good practices:

- beware of any unknown calls;
- beware of unusual e-mails, even if they originate - apparently - from a trusted person or organization (banks, administration, etc.);
- contact your account manager to verify and confirm the validity of the call or email received;
- do not click on attachments or suspicious links, especially if the messages evoke unpaid bills, threats of service closing or any other subject requesting your emotion; verify with senders the authenticity of their messages and attachments; delete questionable e-mails;
- beware of suspicious Internet pages, of validation of sensitive transactions or unusual slowness of your Internet tools;
- refuse any request for testing by unknown third parties on an account(s);
- never communicate your username, password, transaction validation code or credit card PIN by email or telephone. These items do not have to be provided to third parties;
- in case of doubt, contact your account manager. In case of fraud or attempted fraud, notify immediately your bank and the police.

We remind you that the official websites of Natixis Wealth Management are:

- Client area: <http://www.wealthmanagement.natixis.lu/Clientarea>
- Online banking service France: <https://protect.wealthmanagement.natixis.com/atlas/>
- Online banking service Luxembourg: <https://webbanking.privatebanking.natixis.com/>
- The bank's website: <http://www.wealthmanagement.natixis.lu>

On the social networking sites:

- [LinkedIn](#)
- [Twitter](#)

Natixis is present in 38 countries. To identify websites and find postal addresses of its locations: https://www.natixis.com/natixis/en/about-us-c_5028.html

Our teams are at your disposal for any further information.

**Bank or confidential data: your Bank Card number, its expiry date, the associated secret code, the cryptogram or your Remote Bank ID and the associated code.*