

Nordea Online Secure Use Manuals

Adherence to these recommendations will help you ensure maximally secure use of Nordea online system (“System”).

1. The System is to be accessed to at <https://online.nordea.ru>. You may enter the System at Nordea Bank web-site www.nordea.ru.
2. Please make sure that you input the System access link correctly because similar addresses may be used by third parties in order to steal your personal data and do illegal activities with your banking accounts/ cards.
3. You may enter the Mobile version of the System via Nordea online mobile app. This may be uploaded via App Store/ Google Play. Before installation please make sure that the app has been developed by Center of Financial Technologies.
4. To enter Nordea online you should input only login and password or access code (for mobile app). No persona data, cellular phone number, banking card data should be input.
5. Enter the System only from your personal computer, if possible. If you enter the System from someone else’s PC, do not save your personal data there. Remember that the risk of the System misuse increases after logging in from guest computers, such as Internet cafes, hotels, etc.
6. Before confirming transaction please carefully check the data (payee, amount etc.) in Push-notification/ SMS containing one-time password (“OTP”).
7. Avoid registering your cellular phone number OTPs are texted to in social networks and other public sources.
8. Take steps to prevent sim-card duplication:
 - use the phone number registered in your own name,
 - use no anonymous sim-cards,
 - let no third parties use your mobile phone or sim-card,
 - ask your mobile operator to prohibit sim-card duplication, as well as any actions with your sim-card based on a power-of-attorney.
9. Exit the System by using “Logout”.
10. In case the System is idle during 15 minutes or 10 minutes for the Mobile version, the session automatically terminates. To resume the operation you should re-enter your login and password, or access code (for the mobile application).
11. Use licensed software. Update software especially IT security tools as recommended by the developers.
12. Install and regularly update antiviruses to protect your PC and mobile gadget from hacker’s attacks.
13. Keep your login, password and mobile gadget where the System mobile version is installed in a place inaccessible to third parties.
We do not recommend keeping your login and password in the memory of your where the System mobile version is installed.
14. Never pass your login and password to unauthorized persons, inter alia your relatives, acquaintances or employees of the credit institution.
15. Under no circumstance give anyone passwords to Nordea online, OTPs and banking card data. Intruders may introduce themselves as employees of a bank, state authorities or cellular companies.
16. Regularly, at least, once a month, change password to the System.

17. If your login and password become known to a third party, immediately change the password to the System. If you are unable to do so, please call to Nordea Bank to receive a new temporary password or block access the System.
18. If you use the mobile version of the System it is recommended using different devices to log on the System and receive one-time passwords.
19. If you lose your mobile gadget where the System mobile version is installed or suspect it has been compromised (for instance, when your phone was or could have been held by a third party), immediately change the password and switch off Push-notifications delivery to this gadget in the System internet version.
20. If you find that some unauthorised transaction has been made at your account via the System, immediately call Nordea Bank to block access to the System and fill in an application form that you disagree with the transaction made via the System.
21. Never reply to e-mails (including those from Nordea Bank) requesting you to give your personal data. Do not click on links in such e-mails, including those to the System because they may drive you to spoof websites.
22. It is recommended to have Nordea Bank contact details at hand (e.g. in your notebook, mobile phone):

84959212101 – for calls in Moscow
88002003477 – free number of call center
Contact_Center_Support@nordea.ru
www.nordea.ru