

Valuable tips for handling UBS cards. Play it safe!

General security tips.

- Please sign the back of your card immediately upon receipt.
- Always keep your card in a safe place, and check regularly to ensure that the card is still in your possession.
- If your card is no longer in your possession, due to loss, theft or confiscation at an ATM, please have the card blocked immediately and report to our 24-hour customer service centre.
- Protect the magnetic strip on the back of the card from scratches, and avoid strong magnetic fields (mobiles, loud-speakers, magnetic fastenings etc.).
- Do not let yourself be distracted when withdrawing cash from ATMs or let anyone observe you when entering your PIN code. Do not pay any attention to any special notices or messages at ATMs (for example, instructions for use or machine defects). UBS never attaches notices to its ATMs.
- Check regularly on your account or credit card statements the amounts you spend and withdrawals you make on your cards. Complaints must be reported in writing to our customer service centre within 30 days of receiving your statements.
- Destroy your old card by cutting through the magnetic strip, the chip and the hologram.

The most important information about your PIN code.

- If your PIN code is still made up of a letter combination (code word), please change this to a number combination the next time you withdraw cash at an ATM.
- Make a mental note of your PIN code. Do not select any easily identifiable combinations such as dates of birth, telephone numbers, etc. and never tell anyone the code. Keep PIN code and card always separately.

Making Internet purchases by credit card.

- When purchasing goods and services on-Line, please examine the merchant's terms and conditions carefully before supplying your credit card number or signing a contract.
- Never divulge your card number solely for information purposes.
- Once you have concluded a contract with a service provider, remember to print out the homepage address or URL. This may be useful for future correspondence or when cancelling the subscription.
- Please notify us in writing if any card debits are made without delivery within 30 days.



Keep it with you:



In the **case of loss, theft** or potential misuse of your card, please notify us immediately by telephone. Our customer service team is there for you 24 hours a day:

UBS Credit cards

UBS Card Center	Switzerland 044-828 31 34	Abroad +41-44-828 31 34
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UBS Maestro Card

UBS Helpline	Switzerland 0800 888 601	Abroad +41-848 888 601
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