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# Online banking travel tips



# Prepare for your travel

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These various online banking tips will ensure that you are well-prepared before you travel. Should you require assistance with any of the tips, you will find some short training videos at [credit-suisse.com/shortinstructions](https://credit-suisse.com/shortinstructions) or help in the app under “More” -> “Help”.<sup>1</sup>



## General tips

- Explore whether cashless payment is widespread in the country, determine how much cash you will need
- Check that your cards are valid
- Note down important telephone numbers, e.g. bank, travel insurance



## Set up notifications

- Balance and account movements
- Debit cards
- Market data



## Set up online banking on your smartphone

- Download the Credit Suisse Direct app
- Enter your email address
- Request a recovery number



## Personalize your debit card

- Activate country of destination
- Adjust the card limit to your individual needs



## Modify the app settings

- Activate immediate blocking
- Deactivate automatic login
- Deactivate “save password”



## Manage trading

- Set up notifications
- Set limit

<sup>1</sup> Or visit our home page at [credit-suisse.com/helpcenter](https://credit-suisse.com/helpcenter).

# Travel safely

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## Paying abroad

- Use contactless payment via your smartphone
- Pay in the currency of the country



## Keep your device secure

- Turn on automatic screen locking
- Restrict device access (e.g. with a password or PIN)
- Avoid using public Wi-Fi networks



## If you lose your card

- Block debit cards yourself in the app or call the emergency number<sup>2</sup>
- Block credit cards by calling the emergency number<sup>3</sup>
- If needed, order a replacement card and emergency cash to be sent to where you are staying

## When you get back home



### Check your outgoings

- Check account overview
- Check e-documents



### Reset settings

- Reset country settings
- Adjust your limit

<sup>2</sup> Number to call to block debit cards +41 (0)848 800 488

<sup>3</sup> Number to call to block credit cards +41 44 659 69 00

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