



Recommendations for safe use of the PostFinance Card



The most important security recommendations

- Keep your PIN (Personal Identification Number) secret. Under no circumstances may it be passed on to other people, kept with the card or marked on the card, even in disguised form.
- When entering your PIN, always hold your free hand or an object over the keypad to prevent other people from seeing your PIN. This applies to both withdrawing cash and to making payments in stores.
- If your card is lost, stolen, retained in an ATM or if you suspect misuse, have the card blocked immediately by the PostFinance Ltd Customer Service.
- Always keep the Customer Service telephone number handy – save it on your mobile phone and carry the form below with you.
- Check your transactions at short, regular intervals and contact the PostFinance Customer Service immediately if anything is unclear.

Other useful security recommendations

General points

- When withdrawing cash or paying with your card, do not allow yourself to be distracted or let anyone else see your PIN.
- Always keep your card in a safe place and check regularly if it is still in your possession.
- Never leave the card lying around, e.g. in your car or at work.

Using your PIN

- For your PIN do not use your birthdate, car licence number or any other easily identifiable combination of numbers. They are easy to guess.
- If you suspect that your PIN has been seen by someone or is known to third parties, change it immediately at a Postomat (4–6 digit combination) or have the card blocked.
- Never pass your PIN on to a third party. PostFinance employees, bank employees and members of the police force will never ask you for your PIN.

Using the card abroad

- When abroad, only use the card at unstaffed ATMs at financial institutions (do not use it in department stores or in exchange bureaux).
- Only take the cards with you that you will actually use. Keep the other cards in a safe place at home.
- On the outbound and return journeys always keep your cards on you. It's not safe to keep them in backpacks or suitcases.
- If your card is lost, stolen or retained in an ATM, or if you suspect it has been misused, have the card blocked immediately by Customer Service.

For when you're on the move

PostFinance Card



If your card is lost or stolen or if you suspect it has been misused, please inform us immediately by telephone. Or block the card in e-finance.

PostFinance Customer Service

from Switzerland
0800 88 88 77 (max. CHF 0.08/min. in Switzerland)
from abroad
+41 848 88 88 77 (at telecom provider's int. rate)