

## INFORMATION NOTICE – PAYMENT FRAUD

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CBP Quilvest has strong security mechanisms in place to ensure the security and authentication of means of information transfer, minimise the risk of data corruption or unauthorised access and prevent information leaks, in order to maintain data confidentiality at all times.

To supplement these efforts, as a customer of the Bank, you must take the necessary measures to preserve the security and confidentiality of your credentials and **immediately report to YOUR RELATIONSHIP MANAGER** any loss or theft of your credentials or your means of communication, as well as any suspicion of identity theft.

If a transaction relating to your account has taken place in an unusual manner, immediately notify **YOUR RELATIONSHIP MANAGER**. You can contact him/her by email, and/or telephone if you are unsure of the origin of the communications received from him/her. You can also contact Compliance department of the Bank by email: [CBP-LU-Compliance@cbpquilvest.com](mailto:CBP-LU-Compliance@cbpquilvest.com)

In the event of suspected or confirmed fraud, **YOUR RELATIONSHIP MANAGER** will take the necessary steps to contact you as soon as possible. In this respect, he/she may use all available means of communication to verify your identity.

In the event of loss, theft, misappropriation or unauthorised use of your bank card, immediately call Advanzia Bank on +352 26 15 74 or Visa on +1 410 581 3836 or MasterCard on +1 636 722 7111 and immediately confirm the same facts in writing by registered letter with acknowledgement of receipt to Advanzia Bank (Customer Support), 9 rue Gabriel Lippmann, L-5365 Munsbach.