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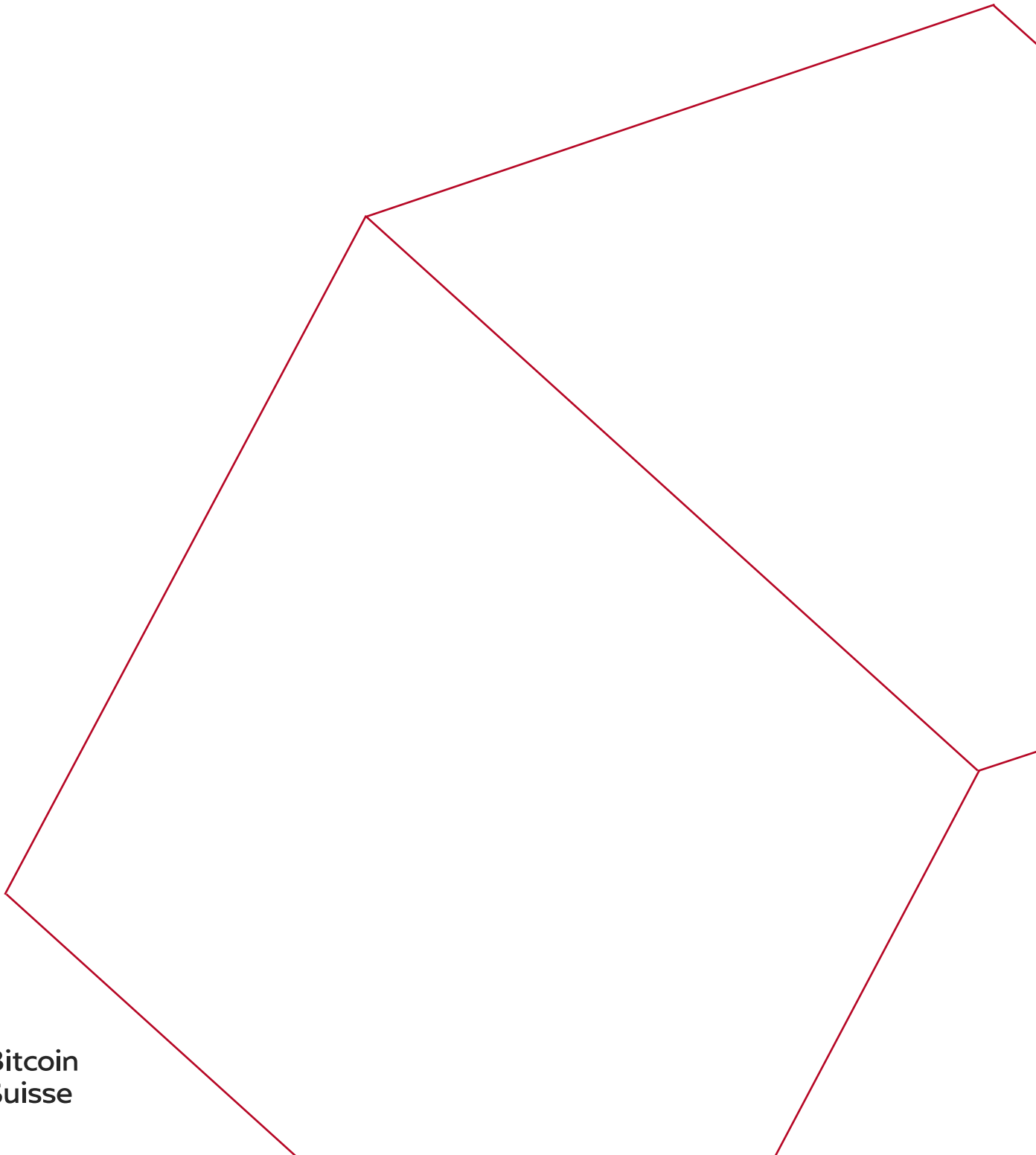
Online Security



Bitcoin Suisse

General Online Safety

Maintain vigilance in all online communications.

- Be skeptical of suspicious emails, text messages or phone calls
- Verify senders of communications to ensure their authenticity
- Avoid opening emails, texts, or links from unknown or suspicious sources
- Never use contacts that were provided in suspicious communication
- Never share sensitive data like passwords, financial details etc.

Password and Authentication Practices

Create unique and secure passwords.

- Use at least 12 characters (mix of upper- and lower-case letters, numbers, and special characters)
- Avoid common words and regular password repetition
- Change your password regularly
- Implement multifactor authentication (MFA) where available
- Be cautious of e-mails, messages, calls or websites that are asking for credentials or to do something urgently
- Update your systems, apps and devices whenever an update is available
- Avoid using public WiFi

Interactions with Service Providers

If contacted by a service provider and uncertain of their legitimacy, reach out to them through their official communication channels.

- Always verify the identity of any service provider contacting you
- Remember that legitimate service providers will typically not ask for sensitive information via e-mail or call
- If something feels off, report the interaction to the service provider's official customer support
- Trust your instincts – if something feels off or too good to be true, it most probably is

Dealing with Bitcoin Suisse

Bitcoin Suisse will never contact you to ask for sensitive information.

- Bitcoin Suisse will never ask for your passwords or transferring funds over a call or e-mail
- If you're unsure about a caller claiming to be from Bitcoin Suisse, terminate the call and dial back on the official phone line +41 (0)800 800 008
- If you receive a suspicious request purportedly from Bitcoin Suisse, report it to our official customer support

Social Engineering Defense

Be aware that criminals may trick your service providers into granting them access to your information. Such stolen documents can be used to gain unauthorized access to your data or accounts.

- Ask and confirm: Enquire your service providers about the password reset process they have in place
- Trust but verify: Insist on strong identification measures before resetting passwords, such as video calls
- Less is more: Limit the amount of personal information you share online, including social media, social engineers often gather information from these platforms
- Stay updated: Regular updates of your operating system and application include security patches
- Backup for safety: Regularly backup important data to mitigate the effects of potential attacks

- Be cautious offline: Be skeptical on unscheduled calls and overcurious people beside you in bars, restaurants, or public transportation
- Use anti-malware protection: Enable anti-malware security solutions to prevent malware infection on your computer

Ensure you have strong prevention measures in place to avoid falling victim to social engineering attempts.

Understanding Blackmailing

Blackmailing is threatening to expose potentially harmful or private information unless demands, typically monetary, are met.

- Don't Make Hasty Decisions: Avoid making decisions while under pressure or panicking. Take time to understand the situation before deciding on any action
- Document Everything: Keep a record of all communications from the blackmailer. This will serve as valuable evidence if you decide to report the issue
- Contact Authorities: Report the incident to your local law enforcement agency. They can provide guidance and assistance in investigating the matter
- Avoid Paying the Ransom: Paying the blackmailers often doesn't solve the problem and might even encourage further blackmailing attempts

Remember, in times of distress, maintaining a clear mind and taking appropriate steps can help manage and possibly resolve blackmailing attempts.

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