

## SECURE USE OF PAYMENT SERVICE

At VIALET, we are committed to ensuring the safety and security of your financial transactions. To help us maintain a secure environment for your payment services, we would like to provide guidance on how to report suspicious activity and how we will respond to protect your account.

### Reporting Suspicious Activity

If you encounter any of the following while using our payment services, please report it to us immediately:

- **Suspected fraudulent payments**
- **Suspicious incidents or anomalies during your payment session**
- **Possible social engineering attempts**, such as unsolicited requests for your account or personal information via email, phone, or SMS.

To report an issue, you can reach us through the following channels:

- **Email us at:** [support@vialet.eu](mailto:support@vialet.eu)
- **Use secure chat on our website:** [www.vialet.eu](http://www.vialet.eu)
- **Contact your manager at VIALET directly**

Please provide as much detail as possible, including the date, time, nature of the issue, and any other relevant information. This will help us investigate swiftly and thoroughly.

### What Happens Next

Once we receive your report, our security team will:

1. **Acknowledge receipt of your report** and confirm that it is being investigated.
2. **Investigate the issue thoroughly**, ensuring that any fraudulent transactions or security threats are properly addressed.
3. **Take immediate action**, which may include freezing your account temporarily, blocking suspicious transactions, and enhancing the security of your account.

4. **Keep you informed throughout the process.** We will provide regular updates on the status of our investigation and any actions taken.

## How We Will Notify You About Security Issues

If we detect any potential fraud or unauthorized activity on your account, we will notify you immediately using one of the following channels:

- **Email alerts** to your registered email address
- **SMS notifications** to your registered phone number
- **In-app or website alerts** when you log in to your account

We will provide clear instructions on the steps you need to take, including how to verify the activity and secure your account.

Please note that we will **never ask for your password, PIN, or other sensitive information via email, phone, or SMS**. If you receive such requests, it is likely a phishing attempt. Contact us immediately to verify the legitimacy of any suspicious communication.

## Protecting Yourself from Phishing and Social Engineering Attacks

Be vigilant of emails or messages that ask for sensitive information or direct you to click on unfamiliar links. Always:

- Verify the sender's email address or phone number.
- Avoid clicking on links from unsolicited communications.
- Contact us directly if you are unsure about the authenticity of any request.

We are committed to keeping your account safe, and we appreciate your cooperation in staying alert and reporting any concerns.

Thank you for your trust in VIALET.

**VIA Payments, UAB**

**Company code** 304531663

**VAT code** LT100011270713

**SWIFT code** VIPULT22

**Address** Konstitucijos pr.7, Vilnius, Lithuania

**E-mail** info@vialet.eu