

# Detect and protect

## Malware & Ransomware

We're helping your business fight back against fraud and scams. A current threat you should be aware of is malicious software – below we tell you how to spot it, which may help protect your business.

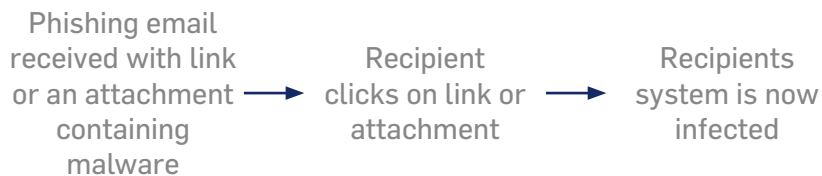
### Malware and Ransomware

Malware is a name given to malicious software which is designed to do harm to computers and mobile devices. Malware is typically distributed through clicking on links or attachments in phishing emails, compromised websites and ad banners.

Ransomware is a type of malware designed to cause disruption and block access to a computer system until a sum of money is paid.

### Spot the fraud

- You may receive an unsolicited email asking you to click on a link or open an attachment



- Your computer or internet connection may start to run slowly, or hang unexpectedly. This is the malware intercepting your data
- You have problems accessing files or logging into websites
- Unusual messages or pop ups appearing on screen
- System suddenly crashes

**Don't forget** – Failure to take adequate security precautions could ultimately leave your business liable for any losses which arise from fraud. The Bank will **NEVER** ask you for your full PIN and password online, **NEVER** ask for your PIN, password or card reader codes over the telephone and will **NEVER** ask you for card reader codes at log in.

### Protect your business

- Be alert to unsolicited emails and avoid clicking on links or attachments from unknown sources
- Keep your browser, operating system, firewalls and anti-virus software up to date and run regular scans of your system
- Regularly back up your files to a separate storage device. This back up should not be left connected to your computer to avoid malware contamination in the event of an infection
- Remember - We never ask for card reader codes at log in

### Get in touch

If you suspect fraudulent activity on Bankline, call: **1800 946 517**

For additional information please refer to our security centre at [www.ulsterbank.ie/Banklinesecuritycentre](http://www.ulsterbank.ie/Banklinesecuritycentre)