



# Ensure payment transactions in case of a cyber-attack

## Imagine that nothing works anymore

Your company is a victim of a cyber-attack. Fixed-line telephones, computers, e-mail, both internally and externally, no longer work. Your data is encrypted and no longer accessible. Your IT incl. business processes come to a standstill. You no longer have internet access or Wi-Fi. And finally: Urgent payments are due, for example salaries, insurance, etc.

## Do you have an emergency plan?

The better your emergency plans are, the more effective you can act. **And print out your emergency plan.**

Regarding your payment transactions, we support you as a Commerzbank client in advance and in an acute emergency.

## Emergency preparations:

1. In the event that your company telephones (mobile, landline) or e-mail no longer work, you can leave alternative contact data (e.g., cell phone numbers or e-mail addresses) for the authorised bank representatives in the company with your corporate account manager in advance. This makes it easier for the bank representative to identify the caller with a different number, for example.
2. Prepare and print out an emergency list with all relevant contact information of your internal and external contacts.
3. Implement a web-based tool for payment handling as backup and test it in advance. Log in every 3 to 6 months so that your account is not deactivated due to inactivity. And make regular backups of your payment transaction data, e.g., on a USB stick, so that you do not have to enter the data records manually.
4. Provide yourself with [photoTAN](#) readers in advance in case the photoTAN app on mobile company devices fails.
5. Conduct regular awareness training for employees in the company. And regularly exchange information with your management/team on current attack attempts or phishing variants, because over 90% of attacks begin with phishing.

## Further prevention offers from Commerzbank:



Implement a web-based tool as a backup for your payment transactions and cash management, such as [Global Payment Plus](#) or our [Treasury Management System](#) with data storage in the Commerzbank cloud.



If you need support with a cyber insurance or cyber and security advisory, please contact us. We will be happy to arrange suitable contact persons for you.

## Contact us. We are happy to support you.

# What to do in an emergency?

- Firstly, keep calm
- Call your relationship manager and describe the circumstances in as much detail as possible.
- If possible, get an overview of current transaction processes or account statements.
- When important short-term payments are due, such as salaries and insurances, please inform us on time if the security via your banking systems is no longer ensured.
- We keep contact with the police and forensics who can support us if necessary.
- If you would like to block accounts, cards, or access/authorisations, please use our hotlines or contact your relationship manager directly.

## Corporate Clients Hotlines

| Product specific hotlines                           |  |   |
|---|--|---|
| Corporate Clients service hotline                   | Mon to Fri: 8 am to 6 pm                             | +49 69 136 805 27 (English)<br>+49 69 136 263 60 (German) |
| Electronic Banking hotline                          | Mon to Thu: 8 am to 6 pm, Fri: 8 am to 5 pm          | +49 69 136 260 03   |
| Corporate Card service hotline                      | Daily around the clock                               | +49 69 5050 2785  |
| giropay Service hotline                             | Daily around the clock                               | +49 69 5 8000 8000  |
| Point of Sale service hotline                       | Mon to Fri: 7.30 am to 8.30 pm, Sat: 8 am to 4.30 pm | +49 69 5050 2787  |
| Web Point of Sale service hotline                   | Mon to Fri: 7.30 am to 8.30 pm, Sat: 8 am to 4.30 pm | +49 69 5050 2784  |
| HBCI/StarMoney hotline                              | Mon to Fri: 7.00 am to 7.00 pm                       | +49 69 9866 0022  |
| Emergency and cancellation hotlines                 |  |   |
| Card cancellation service Corporate Card            | Daily around the clock                               | +49 69 5050 2040  |
| Cancellation hotline Corporate Banking portal       | Daily around the clock                               | +49 69 5050 2786  |
| Emergency hotline for card insurance Corporate Card | Daily around the clock                               | +49 89 624 245 63   |