



Watch out for fraudulent emails and SMS

Luxembourg, 20 May 2020 - Since the beginning of this week, there have been numerous phishing attempts in Luxembourg. SMS and emails inviting the user to update their data have been sent, imitating communications from LuxTrust, 3D Secure and several banks in the Grand Duchy.

Modus operandi

In general, the user receives an email or SMS and is invited to click on a link to perform an urgent operation (to update their data to continue accessing a service, and so on). They are then redirected to a fake site, asking them to enter their credit card details and/or to validate their personal information by entering their LuxTrust User ID, password and one-time use code (in some cases repeatedly).

If a user has completed the procedure and given their personal information, they must immediately contact their bank and LuxTrust customer service at (+352) 24 550 550, in order to take the necessary measures.

Users must protect their digital identity

Market operators remind users that they must protect their personal information (login, password, card code). These elements guarantee secure access to their banking space and administrative procedures and must not be shared with third parties.

They will never ask you to update your personal information with a link by email or SMS. These communications are only made in the secure messaging areas of your bank.

In order to protect your LuxTrust identity, please always follow a few simple recommendations:

- Check the email address of each sender and do not open messages when you do not know the sender or for which the email address seems suspicious.
- Do not click on links and do not open attachments.
- Never give your personal data and LuxTrust identifiers.
- If you do not see your secret image when using the LuxTrust Token or a LuxTrust chip product outside the context of an online purchase, stop the transaction immediately.
- When it comes to updating your data, use the official communication channels which you have used previously with your supplier.