

Welcome to electronic banking support

You are now using a remote maintenance application to facilitate the electronic banking support of UniCredit Bank Austria AG.

GENERAL INFORMATION

- No third-party programs will be installed during this remote maintenance session.
- The electronic banking specialist can only gain access to your computer and take control of the mouse cursor with your express consent.
- It is not possible for data to be read, edited, or deleted on an unauthorised and undetected basis.
- It is not possible to launch, make changes to, or delete programs on your computer on an unauthorised and undetected basis.
- Make sure that no sensitive data are visible outside of your electronic banking application by closing the relevant applications before establishing the connection.
- Sign in to your electronic banking application before connecting to GoToAssist.
- The communication takes place via a secure Internet connection (with 128-bit encryption) after the session number is entered. You will receive the session number from the electronic banking specialist by telephone.

LEGAL NOTICE

- Bank Austria assumes no liability whatsoever for disruptions it does not cause, even if they occur within a short time after the provided support.
- A video of the entire session will be recorded for monitoring and auditing purposes, retained for 90 days, and then deleted.

I accept that a **fee of 29.00 euros per hour of support started** will be charged and deducted from my settlement account defined in the Electronic Banking Agreement after completion of the remote support.

I hereby expressly consent to the use of this remote maintenance application and confirm that I have read and understand the information above.

Please contact the electronic banking hotline for more information: +43 (0)5 05 05 26200.