# FAQ

## Banking protection

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## General

### What is Banking protection?

Banking protection is a new, additional security layer that comes with our security software. As soon as you open an online banking web site with your web browser, Banking protection activates automatically, elevating the security level of your online session. Upon activation, a flyer is displayed at the top of the screen telling you that the Banking protection mode is now turned on. When the Banking protection mode is on, all new connections from the PC are blocked . By blocking the connections, banking trojans and other malware cannot send your private information, such as user credentials, to criminals.

When you start your banking session, Banking protection puts all other network connections on hold to keep you secure – and restores them again when the session is over. And all the while it still allows access to sites you may need while you bank. Naturally, these sites are verified safe by F-Secure.

### Some banks are already offering protection solutions for their end-customers. What would be the benefit for an operator to offer such a service?

It's true that some banks are taking actions to protect their customer PC's against banking trojans. In general, it is a good thing that banks have awakened to the situation. Typically the solutions offered by the banks are customized to work only with a certain bank and work with limited set of browsers (working as browser plug-ins).

F-Secure's Banking protection works with all major banks and is a browser-independent solution. In addition, our Banking protection is integrated with a broader Internet Security suite, so the customer does not need to do any special software installation in order to get the Banking protection installed.

### How does Banking protection improve my online safety?

Banking protection works with the other security layers of Safe Anywhere PC to ensure your total online safety. With Safe Anywhere PC, virus and spyware protection guards against malware, spam protection blocks phishing emails, and browsing protection detects harmful websites. Banking protection adds an extra layer of reassurance by guarding against attacks from new, unknown trojans that may occur during an open banking session.

### What web browsers does Banking protection support?

Banking protection supports the following web browsers:

- Internet Explorer 9 and newer
- Mozilla Firefox 13 and newer
- Google Chrome

### Does Banking protection work on my Mac?

No. For the time being, Banking protection is available only on PC installations.

### Does Banking protection work on my mobile phone or tablet?

No. Banking protection is available only on PC installations.

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## Using Banking protection

### Why does my browser not work properly after using Banking protection?

The most probable reason for this is that you have Banking protection still on. To open the Banking protection notification window, click first the security software icon on the taskbar of your computer and then **End** on the Banking protection notification. Now you should be able to browse the web without problems. Alternatively, close your browser and start a new session.

### How can I allow other web sites during the online banking session?

During your online banking session, to allow web sites that are not online banking web sites, do as follows:

1. Open Online Safety.
2. On the main page of Online Safety, click **Users**.
3. Click **Open web site list**. The Web site restrictions window opens.
4. On the **Allowed** tab, click **Add**. The Add web site window opens.
5. Type the desired web site address in the field and click **OK**.

The web site is now on the allowed web site list and can be entered during an online banking session.

### How can I add a banking web site on the list of protected banking web sites if it is not yet listed?

If – after turning on the Banking protection feature and starting a banking session – you do not see the Banking protection notification flyer on top of your screen, your bank may not be listed on the list of protected banking web sites. To get your bank on the list, send an e-mail with the following information to bankingprotection@f-secure.com:

- name of the bank (financial institution)
- URL of the bank

We will add your bank on the list of protected banking sites.

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