



5 safety tips from N26

How to protect cards, avoid fees and pay safely this summer

- In 2020, credit card claims increased 43% during the summer
- The agility of digital banking allows simple solutions for the possible adverse situations that consumers may face

Madrid, July 29th, 2021- As for beach bars and hotels, summer is also the high season for theft and loss of cards. In fact, according to data published by the Bank of Spain, during this time of year in 2020, credit card claims increased by 43% compared to the previous year. In the summer season, fraud also increases in online sales, duplicate cards in shops or theft of mobile phones or laptops.

To enjoy a calm and smooth summer, the [mobile bank N26](#) offers five security tips to avoid online fraud, avoid unpleasant surprises in the event of a possible loss or theft of a card, avoid commissions on trips abroad, pay safely with a mobile phone and secure electronic devices.

1. Beware of online purchases

With the arrival of summer, online buyers take advantage of sales to get those items they have been wanting for a long time. Many times they come across offers from third-party pages that may seem very succulent, but they must be careful with them. It is very important to look at certain elements such as the security level of the website or, at the time of payment, verify the virtual POS.

Today, thanks to the new regulations on internet payments, banks are required to have a double authentication factor when making online purchases. This allows buyers to make sure that they want to buy said product and thus avoid possible fraud. Upon receiving a message on the phone to verify the purchase, the name of the business itself can be used to verify that it is not a fraud and that the site is secure. All N26 cards have 3D Secure technology so that all your customers' online payments are protected and secure.

2. What do I do if I lose my card?

Beach, lunch with friends at a restaurant, walks along the sea, ice cream, dinner at a trendy terrace... Summer holidays are a period of a lot of activity and movement. On many occasions, simply out of convenience, people choose to take only their credit card with them, increasing the chances of losing it. In case this happens, don't panic! From the N26 app, the card can be canceled comfortably and all operations will be paralyzed immediately. To avoid the inconvenience of not having a card until a new one is received,



with the [N26 Smart](#), [N26 You](#) and [N26 Metal](#) accounts clients can request an additional card to be able to use it at any time.

1. Boost payments through mobile

The best way to avoid losing your card is to leave it at home. With the virtual card there is no risk of losing it in a restaurant or on the beach and it can be carried comfortably on your mobile, whether you use Apple Pay or Google Pay. More and more businesses support contactless payment, and even in many public transport you can already make use of this convenient option. In fact, according to the study "[De la libreta al móvil. La evolución del sistema bancario](#)" by N26, last year payments through Apple Pay or Google Pay increased by 67%, and seven out of ten Spaniards are convinced that all payments could only be contactless.

In addition, for greater security and protection, N26 offers the option of being able to activate and deactivate the card from the mobile bank's own app, in order to ensure that it is only used when the customer wishes to make a payment.

2. Beware of fees abroad

Withdrawing money at an ATM outside the country could have an additional cost. In general, a fee of 4% is paid on the amount withdrawn. In this sense, all N26 premium accounts include a minimum of five free withdrawals per month at ATMs in Spain and the eurozone and the Standard account allows up to three free withdrawals. On the other hand, all mobile bank accounts offer free and unlimited payments in any currency, wherever the customer is.

3. Secure your most valuable items

New mobile phone on the beach, working with the laptop by the pool... bad combination! To avoid unpleasant surprises this summer, it is best to secure electronic devices quickly and easily from the N26 app and protect them against theft, theft, water damage and even operating system failures, in order to enjoy the summer with peace of mind.

[N26 Insurance](#) is available for all N26 accounts. Items can be registered in a matter of minutes from the mobile phone and cancellation is just as simple. In addition, at the time of hiring you can opt for a monthly plan or an annual plan, which includes a small discount.

About N26

N26 is the first global mobile bank. Valentin Stalf and Maximilian Tayenthal founded N26 in 2013 and launched the initial product in 2015. Today N26 is one of the fastest growing banks in Europe: it has more than 7 million customers in its 25 markets. The company has more than 1,500 employees in Berlin, Barcelona, Madrid, Milan, Paris, Vienna, New York and São Paulo. Thanks to its banking licence and fully digital model, N26 operates at a much lower cost without technological legacies and without the high costs of a branch network. In addition, it is available for Android, iOS and from the web. N26 has raised close to €800 million from well-known investors, including Insight Venture

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Partners, GIC, Tencent, Allianz X, Valar Ventures, Redalpine Ventures and members of Zalando. The company currently operates in: Austria, Belgium, Denmark, Estonia, France, Finland, Germany, Greece, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United States, where it operates through subsidiary N26 Inc. based in New York and in partnership with Axos® Bank, Member FDIC.

Website: n26.com | Twitter: [@n26ES](https://twitter.com/n26ES) | Facebook: facebook.com/n26es |

YouTube: youtube.com/n26bank

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