

Factsheet – online security

Properly protecting your data

For Swiss Post, information security and data protection are high priorities. To ensure the best possible levels of security, Swiss Post has its own security policy and always keeps its IT systems up to date. In this document, you will learn how you can increase security when using your user account.

Secure password

Choose a secure password for your user account (www.swisspost.ch/customer-center). A password is considered secure if it contains at least eight characters and at least three of the following elements: upper-case letters, lower-case letters, numeric characters from 0 to 9 or special characters. A good password therefore does NOT consist of names, birthdays, car registration or telephone numbers, as such information is easy to find out. In order to make your account even more secure, you can also protect your computer and your mobile devices with a secure password.

Protect your password from unauthorized access and do not reveal it to third parties. Use different passwords for different applications. This means that you should not choose the same password for your www.swisspost.ch user account as for other online accounts (online shops, webmail, etc.).

Swiss Post will never ask you to reveal confidential data such as passwords or security elements. If you receive an e-mail or telephone call asking you to reveal confidential data, it is probably an attempt at fraud. Do not open the e-mail, delete the suspicious message and do not disclose any confidential data via telephone or e-mail.

If you have reason to believe that an unauthorized third party knows your authentication features or has gained unauthorized access to the platform or the individual functions offered on it, notify Swiss Post Customer Service immediately at custcare@swisspost.ch or on +41 842 880 088 (CHF 0.08/min. from Swiss landlines) and change your password wherever you have used it.

Two-step login

As you may receive confidential documents when using some online services, some services require a two-step login to be set up when registering. The two-step login requires an additional step to the simple login process and offers additional account protection. As an additional security element, you receive an individual one-off code on your mobile phone by SMS. You then enter this code in addition to your username and password when registering for E-Post Office. As an alternative to receiving an SMS with the security code, SuisseID



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(www.swisspost.ch/suisseid) can also be used to log in online.

Protect your computer and mobile devices

Protect your computer and mobile devices with a virus scanner and ensure that system-recommended updates are carried out as soon as possible. Only install applications (apps) from trustworthy providers.

Transfer payment orders safely

The “payment order transfer” function, which can be used to transfer payment orders to a selected financial institution, is available when using some of Swiss Post’s online services. For this function, Swiss Post uses the same security standards as for e-banking. All personal data, account information and transaction data are encrypted at every step and payment orders are transferred via a secure connection to the selected financial institution.

You can find further useful information on how to increase security when using eBanking applications on the independent Internet platform “[eBanking – but secure!](#)” and on the [Post-Finance e-finance website](#).

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