

Guide to helping with blocked IP address

YOU RECEIVE THE FOLLOWING ERROR MESSAGE

- Instead of Internetbanking (Internetbanking, 24You, MobileBanking, BusinessNet) the following error message appears:

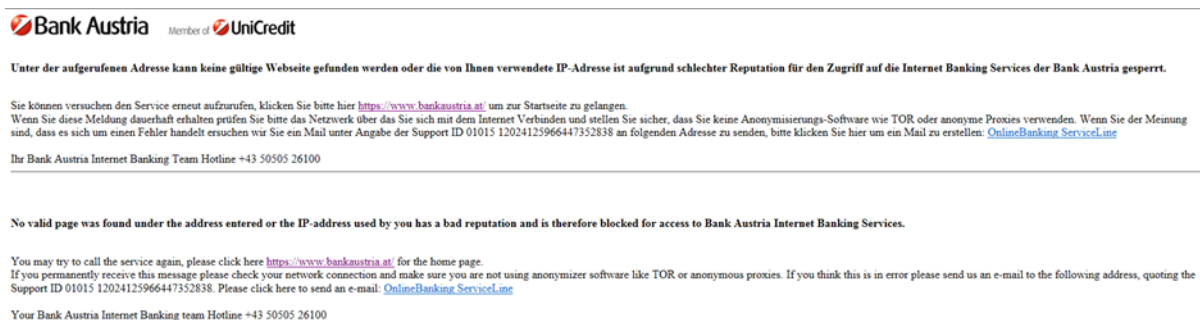


Figure 1

- This error page is displayed if you have either selected an invalid address (URL) or want to access Bank Austria's Internet banking from a blocked IP address.
- To ensure that you have not selected an invalid address, please login to our website at <https://www.bankaustria.at/>
- If you continue to receive the message, access from your IP address is blocked due to UniCredit security measures. The cause can be a security-relevant incident with the IP address, i.e. the computer at your IP address could be affected by malware or viruses, but this is not mandatory. In the case of so-called dynamic IP addresses, this incident may also have originated from a previous user. Your Internet provider can tell you which type of IP address you use.

HOW DO I SOLVE THE PROBLEM STEP BY STEP?

- You must first find out your IP address:

Under e.g. <https://www.wieistmeineip.at> you can display your own IP address.



Figure 2

- Verify your IP address via the Internet security company "Brightcloud"
- Go to <https://www.brightcloud.com/tools/url-ip-lookup.php> and enter your IP address in the field provided. Then click on the marked field (see screenshot) and follow the instructions on the screen. Finalize your check with a click on "Look Up".

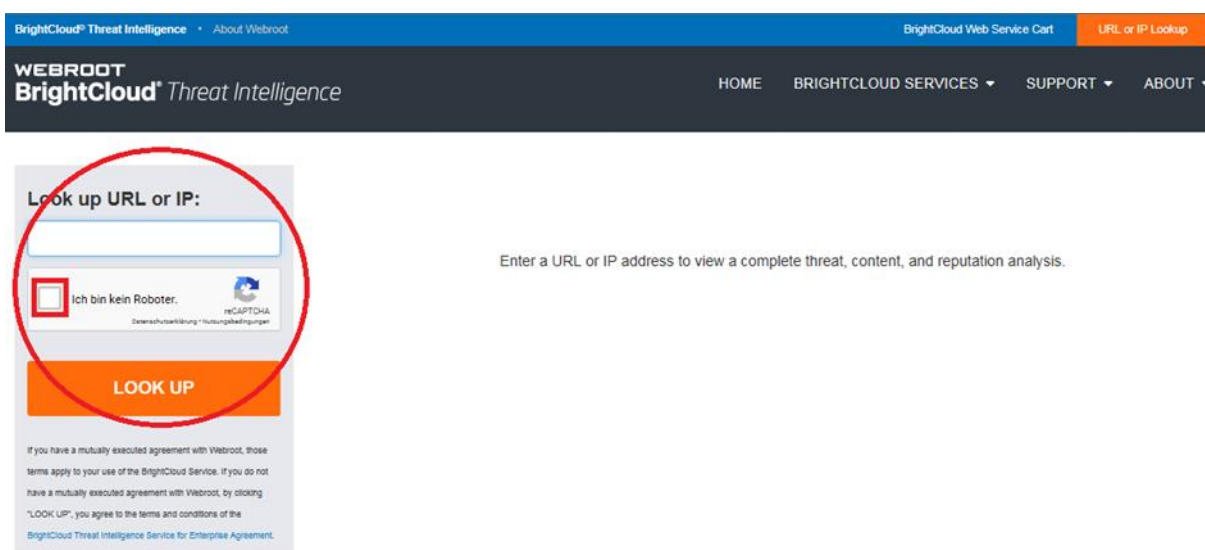


Figure 3

- If your IP address is blocked, you can recognize this by the red callsign next to your IP address. In this case, it is recommended that you request a verification of your IP address. You can do this under "Request a Change" by entering your IP address and your mail address a second time. Then click again on the marked field (see screenshot) and follow the instructions on the screen. Finalize your application by clicking on "Submit".

The screenshot shows the BrightCloud Threat Intelligence interface. On the left is a form to request a change, with the 'Request a Change' button highlighted in red. The main content area displays the IP threat status for IP 192.168.1.69, which is marked as 'High Risk'. Below this is an 'IP Threat Analysis' section with a 'Threat Found' list where 'Proxy' is checked. A world map shows the geographic location in Austria. At the bottom, an 'IP Virtually Hosted Domains' bar chart shows zero counts for all risk levels: High Risk, Suspicious, Moderate Risk, Low Risk, and Trustworthy.

Figure 4

WHAT HAPPENS NOW?

- Your request will now be processed and reviewed. Within a maximum of 48 hours (usually much faster), you will receive an e-mail to the e-mail address you provided, informing you that your application has been approved or rejected.
- If, contrary to expectations, you receive a rejection, we recommend that you have your PC or network checked by a specialist. Alternatively, you can contact your Internet provider.
- For further questions and support please contact our hotline. Please contact online.banking@unicreditgroup.at by quoting the SupportID from the lock screen (see Figure 1).