

Online banking travel tips



Prepare for your travel

These various online banking tips will ensure that you are well-prepared before you travel. Should you require assistance with any of the tips, you will find some short training videos at credit-suisse.com/shortinstructions or help in the app under “More” -> “Help”.¹



General tips

- Explore whether cashless payment is widespread in the country, determine how much cash you will need
- Check that your cards are valid
- Note down important telephone numbers, e.g. bank, travel insurance



Set up notifications

- Balance and account movements
- Debit cards
- Market data



Set up online banking on your smartphone

- Download the Credit Suisse Direct app
- Enter your email address
- Request a recovery number



Personalize your debit card

- Activate country of destination
- Adjust the card limit to your individual needs



Modify the app settings

- Activate immediate blocking
- Deactivate automatic login
- Deactivate “save password”



Manage trading

- Set up notifications
- Set limit

¹ Or visit our home page at credit-suisse.com/helpcenter.

Travel safely



Paying abroad

- Use contactless payment via your smartphone
- Pay in the currency of the country



Keep your device secure

- Turn on automatic screen locking
- Restrict device access (e.g. with a password or PIN)
- Avoid using public Wi-Fi networks



If you lose your card

- Block debit cards yourself in the app or call the emergency number²
- Block credit cards by calling the emergency number³
- If needed, order a replacement card and emergency cash to be sent to where you are staying

When you get back home



Check your outgoings

- Check account overview
- Check e-documents



Reset settings

- Reset country settings
- Adjust your limit

² Number to call to block debit cards +41 (0)848 800 488

³ Number to call to block credit cards +41 44 659 69 00



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