

Security

Security

VP Bank e-banking is based on the high security standards of VP Bank. In this way we are able to guarantee the highest possible security levels for your banking business.

Security standard of VP Bank

Encryption of data transmission

We use an 128-bit SSL encryption system for the transmission of data between you and VP Bank. This is the most secure way of exchanging data available today.

Certificate

The VP Bank e-banking software provided by VP Bank contains a digital certificate. A certificate is assigned to a specific organisation (or person) and thus establishes the identity of the user. During the installation process of our e-banking system you will be sent a certificate issued for VP Bank. This assures you that you are genuinely connected to one of our servers.

Digital signature

VP Bank e-banking is certificated by an approved third party (VeriSign). This guarantees that the program derives from the issuer "VP Bank". We recommend you to control the issuer of the downloaded file with every installation of VP Bank e-banking. More information you will find at Downloads & Tools.

Login procedure

The VP Bank e-banking login procedure is based on a 3-stage authentication process. In this way, VP Bank is able to identify the user beyond doubt. You need the following three security elements to access VP Bank e-banking:

- User ID consisting of the contract number and the allocated reference number
- Personal password as a security feature known only to yourself
- Matrix card an additional 4-digit combination of characters that can be used only once

Matrix card

The matrix card contains 64 or 128 different codes, and is the third security element. When log in to the e-banking application a 4-digit matrix code is required after you have successfully entered your User ID and password. Every code is used only once and therefore loses its validity. When you have used 90% of the codes, a new matrix card will be sent to you automatically.

[More information](#)

- ▶ Behavioural rules
- ▶ Questions & Answers

e-banking Helpdesk Vaduz

Phone: +423 235 64 64
Fax: +423 235 79 79

Monday thru Friday
8.00 AM - 5.30 PM

- ▶ Send e-mail
-

e-banking Helpdesk Zurich

Phone: +41 (44) 226 25 65
Fax: +41 (44) 226 25 24

Monday thru Friday
8.00 AM - 5.30 PM

- ▶ Send e-mail
-

e-banking Helpdesk Luxembourg

Phone: +352 404 770-555
Fax: +352 404 770-505

Monday thru Friday
8.30 AM - 5.30 PM

- ▶ Send e-mail
-

e-banking Helpdesk Singapore

Phone: +65 6305 0050
Fax: +65 6305 0051

Monday thru Friday
9.00 AM - 6.00 PM

- ▶ Send e-mail
-

e-banking Helpdesk BVI

Phone: +1 284 494 1100
Fax: +1 284 494 1199

Monday thru Friday
8.00 AM - 5.00 PM

- ▶ Send e-mail
-

Contact



VP Bank (Singapore) Ltd.

9 Raffles Place
#49-01 Republic Plaza
48619 Singapore

Tel +65 6305 0050
Fax +65 6305 0051

- ▶ [Contact form](#)
- ▶ [Send e-mail](#)
- ▶ [All locations](#)