

Do's and Don'ts to protect yourself from fraud

There is an increasing risk of fraudulent activities in the banking industry during the last few years. As we are committed on safeguarding you from such activities we have decided to advise you on the Do's and Don't of safeguarding your finances. We hope the following tips on protecting yourself from fraudulent activities will assist you.

1. Debit Card

Do

- Memorize and destroy the PIN for your own safety. You could change the PIN to a number preferred by you. When selecting a new PIN, always avoid the obvious, such as telephone number, date of birth or combination.
- Check statements and call your debit card issuer immediately if you see anything suspicious on your statement. You could help the company uncover fraud—and save yourself from paying unauthorized charges
- Always sign your card with a ball point pen as soon as you receive it.
- Keep track of when new and re - issued cards should arrive, and call the debit card issuer if they don't come on time
- When using your card at any merchant establishment, ensure that all details have been entered correctly and completed before signing the charge slip/transaction receipt. Prior to signing same, please ensure that the amount entered is correct
- Ensure that you sign only one receipt. If the merchant makes more than one copy for any reason, make sure all extra copies are destroyed, including the carbon copies
- Keep your transaction slips for reconciliation with your statement at the end of each month. Inform the bank in writing immediately of any disputes within the stipulated time period for reporting disputed transactions
- After completing an ATM transaction, remember to take your Debit Card and retain the transaction slip. If your Debit Card is stuck in an ATM machine, beware of any one offering help unless identified as a bank employee
- Always remember to get your Debit Card back after every purchase.
- If you are traveling abroad please inform the Bank about your travel plan

Don't

- Do not keep your Debit Card and the PIN together or write the PIN on the card.
- Do not use the same PIN for all your cards, and don't choose your birth date or other easily identifiable numbers that can easily be guessed.
- Don't let the Debit card out of your sight. Most frauds take place when the cardholder is not around. Whenever possible pay the bill at the cashier rather than handing it over to the waiter.
- Do not lend your Debit Card to anyone. Only you are authorized to use your Debit Card.

- Do not disclose your PIN to anyone whether it is to your Relationship Manager or even to the police. You are the only person who should know it
- If you notice something suspicious about an ATM machine do not use it. Immediately contact the bank's hotline and inform the staff member and you may save you and many others from fraudulent activities

2. Cheque Book

Do

- Reconcile your accounts promptly and regularly. For business accounts, ensure independent review by the appropriate level of management.
- If you hold business accounts, consider opening a separate account specifically for higher value cheques, so they can be easily monitored.
- Ensure that any spoiled cheques are destroyed.
- For business accounts, separate the cheque writing/electronic payments and account reconciliation functions.
- Limit the number of signatures to your account to ensure control.
- Ensure that your signature is not affixed to documents that can be accessed by the general public
- Keep your cheque book at a secure location when not in use.
- If your cheque book is lost or stolen immediately contact your bank and inform the loss
- Mark all invoices as paid once a payment is made.
- Consider using electronic means of payment (if possible) for high value payments
- Ensure that your mailbox is secure to protect your inward cheques.

Don't

- Do not sign blank cheques, only sign cheques after all details have been completed.
- Do not leave gaps in the completion of the payee name, amount in words and in figures.
- Avoid sending high valued cheques via mail.
- Avoid sending cheques in window fronted envelopes.
- Do not provide your banking details to external parties.

3. Securing personal data

Do

- Store your personal data (NIC, passport, drivers license) at a safe place
- Report any loss or theft of documents such as driver licence, Debit card or passport immediately.

- Keep tax records and other financial documents in a secure place.
- Cancel all unused or dormant accounts that you may have.
- Be creative in selecting Personal Identification Numbers and passwords for your e mail accounts
- If regular bills fail to reach you, call the company to find out why

Don't

- Do not divulge your passwords to anyone.
- Don't give out any credit card details, e mail addresses and other personal details to unknown persons
- Don't make copies of your NIC / passport and leave them unattended.
- Don't pre-print your driver's license, telephone or Social Security numbers on your checks
- If your bills include suspicious charges, don't ignore them
- If you have a website, do not post your address in the HTML "mail-to" format