



बैंक ऑफ महाराष्ट्र  
Bank of Maharashtra  
भारत सरकार का उद्यम  
एक परिवार एक बैंक

Integrated Risk Management Department  
Head Office, Pune - 411005

Dear Valued Customer,

29.04.2020

## **Thank you for banking with Bank of Maharashtra!**

Security of your account is of utmost importance to us. In our endeavor to continue educating our customers on security, we are hereby publishing the Customer Awareness - 14. Please find the same below. Hope you will find it useful and informative.

### **Customer Awareness - 14** **BEWARE OF PHISHING ATTACKS**

Phishing is a type of fraud that involves stealing personal information such as PIN, Credit/Debit Card number, Card expiry date, CVV number, etc. through emails or other medium that appear to be from a legitimate source.

#### **COMMON PHISHING ATTACKS:**

##### **Spear Phishing:**

Spear phishing is a targeted phishing attempt through an e-mail that appears to come not only from a trusted source, but often from someone in your own company, a superior in many cases, or from a close relative, seeking unauthorised access to confidential data.

##### **CEO Fraud:**

A social engineering technique where an attacker impersonates the CEO or senior figure, to trick internal staff into sending payments or sharing sensitive data.

##### **Vishing:**

Vishing is an attempt of a fraudster to take confidential details from you over a phone call. These details will then be used to conduct fraudulent activities on your account without your permission leading to financial loss.

##### **SMShing**

It is a combination of short message service (SMS) and phishing (the act of emailing someone with the intent of obtaining personal information that can be used for identity theft).

##### **Email Phishing**

The fraudulent practice of sending emails purporting to be from reputable companies, often for financial gain or to encourage individuals to reveal personal information.



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### **How to protect yourself from Phishing?**

- Do not click on links, download files or open attachments in e-mails from unknown senders.
- Protect your computer by installing effective anti-virus / anti-spyware / personal firewall on your computer / mobile phone and update it regularly.
- Check your online accounts and bank statements regularly to ensure that no unauthorized transactions have been made.
- Do not disclose details like passwords, CVV values, etc. to anyone.
- If you get an SMS or call asking for personal or credit/debit card information, please do not provide this information.

**-By Chief Information Security Officer, Bank of Maharashtra**