



Dear Valued Customer,

13.02.2020

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

Security of your account is of utmost importance to us. In our endeavour to continue educating our customers on security, we are hereby publishing the Customer Awareness - 12. Please find the same below. Hope you will find it useful and informative.

### **Customer Awareness – 12** **DIGITAL/ MOBILE PAYMENTS**

Digital Payment market is prospering with the introduction of new technologies and encourage the emergence of innovative payment methods.

As more and more customers are opting for digital transactions, various instances of fraud have come under the limelight, where money from bank accounts of users have been fraudulently obtained using digital payment channel.

Some of the Digital Payment fraud includes phishing, vishing, SMSing, SIM cloning and others. The fraudsters usually target users who are new to the digital payments.

### **How can we ensure that we do not fall prey to Digital Payment frauds?**

- Never share your card number, CVV number, OTP, PIN, UPI PIN and Net Banking password with anyone.
- Download only trusted apps.
- While contacting the customer care ensure that you are contacting on correct customer care number.
- Do not entertain calls from unknown people, who represent themselves as Bank's customer care executive.
- Do not share your card details or Bank details on the call, no matter whoever or whatever service he or she claims to be.
- Never share your OTPs for UPI registration or PIN you receive on your phone with anyone. The fraudster may use it to create an ID for fraudulent transactions.
- Fraudsters usually ask for Bank details and will ask you to create a new Virtual Payment Address (VPA) ID for your account and set MPIN to do transactions.
- Never click on any links received on your phone via SMS or on messenger from anyone, especially if the person is unknown.
- UPI PIN is required only when you are making a payment and not when you are receiving the money. So exercise caution and do not provide PIN if someone is asking that you would receive the payment after providing the PIN.

**By Chief Information Security Officer**

**Bank of Maharashtra**

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