

 <p><b>बैंक ऑफ महाराष्ट्र</b>  <b>Bank of Maharashtra</b>  भारत सरकार का उद्यम  <b>एक परिवार एक बैंक</b></p>	<p><b>प्रधान कार्यालय:</b> लोकमंगल, 1501, शिवाजीनगर, पुणे-5  <b>Head Office:</b> LOKMANGAL, 1501, SHIVAJINAGAR,  PUNE-411005  <b>टेलीफोन/TELEPHONE:</b> 1800-2334527</p>	 <p>एक कदम स्वच्छता की ओर  'स्वच्छता अभियान'  की सफलता हेतु हम प्रतिबद्ध हैं</p>
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## CUSTOMER AWARENESS SERIES

### TOPIC: PHISHING

- Phishing is a term derived from 'fishing'.
- Phishing is a fraudulent activity performed by fraudsters to obtain **personal information** (such as user ID, password, account number, card number, CVV number, card expiry date, OTP-One Time Password, etc) of a bank customer. Phishing e-mails are the fraudulent e-mails sent by the fraudsters claiming to be from a reputed Bank/Financial Organization, with the only purpose of gathering such personal information and subsequently misusing the same to perform fraudulent transactions.
- **Ways to identify a phishing e-mail:**
  - The e-mail contains poor grammar or punctuation.
  - It may not address the customer by name.
  - It instructs to click on a link.
  - It asks for confidential personal information.
  - It also threatens that certain action (such as your account would be suspended) would be taken in case you do not comply with the received e-mail within a specified time period.
- **How to protect yourself from Phishing?**
  - Never click on hyperlinks given within e-mails.
  - Never open unexpected attachments received over e-mails.
  - Use updated and licensed Anti-Virus software.
  - Educate yourself on fraudulent activities on Internet.
  - Never use cyber cafe for performing financial transactions.
  - Do not transfer funds to or share your account details with unknown / non-validated source, luring you with commission, attractive offers etc.
  - Never respond to e-mails claiming to be from Bank and seeking your confidential personal information.
  - **NOTE:** Bank of Maharashtra **never** asks for any of your confidential personal information such as User ID, Password, Account No, Card No, CVV No, One Time Password (OTP) etc. **NEVER** disclose them to anyone even if the seeker claims to be from Bank.

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