



Fraud prevention - Tips to Customers

1. Safe keep your Ru-pay With Debit Cards, Passbook, Cheque Book etc.
2. Ensure collection of cheque books personally or through reliable representative. Count the number of leaves in the cheque book before accepting.
3. Do not compromise your OTP password, Debit card/ATM card PIN, password.
4. Promptly report missing Debit/ATM card/Cheque book/leaves, passbook, to your branch without any delay.
5. Confine your discussions on your Banking transactions only among related and trusted people, through closed doors.
6. Always use the Card Block Services of our helpline no: 022 6266 4100 or nodal officers placed in different places for any assistance/complaints.
7. Update your address/mobile number in the Bank account for quick communication/SMS alerts etc.
8. Avail alternate Banking Channels like NEFT/RTGS/Mobile Banking for payments rather than settlement by cheques.
9. Ensure that only those people whom you know fully well, and worthy of introduction, are only introduced to the Bank. A wrong introduction can cause reputation damage to you.