



Beware of audio/video calls from **CYBERCRIMINALS** posing as officials from RBI/Banks/Government Agencies/Courier Companies **THREATENING WITH** Legal Action or **Asking for Immediate Transfer of Money** or **Freezing or Blocking** your bank accounts or debit/credit cards.



DON'Ts

- **Don't panic** - fraudsters may trap you
- **Don't share** any personal/financial information
- **Don't click** on unknown links for making payments



DO's

- **Always verify** the genuineness of the caller/fund request
- **Immediately report** to cybercrime.gov.in or call **1930** for help



For more details, visit <https://rbikehtahai.rbi.org.in/fraud>

For feedback, write to rbikehtahai@rbi.org.in



Issued in public interest by

भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in

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Customer Awareness

Customer Guideline about Electronic Transactions

1. Register your mobile number with your bank account. So that you will get instant notification of debit/ credit to account.
2. Do not share your Bank account details, Debit Card Number, CVV, ATM PIN or OTP to anyone. Bank will never ask for these.
3. Do not write your Debit Card PIN at the back side of card or anywhere.
4. Cover the ATM key pad with your palm while entering your PIN.
5. Do not allow anyone else in ATM room to enter your debit card PIN.
6. Never give your card details or bank details to anyone over the phone or email.
7. Check your bank account statements regularly. (Minimum Monthly)
8. Change your ATM PIN at regular intervals.
9. Do not forget to collect your card after the transaction is complete.
10. If your card is lost or stolen, or you suspect that it is being used fraudulently, report it immediately to bank.

11. If you notice any issue with this transaction, please contact your home branch immediately or CALL on 8484888407 or <http://bharatibank.in/bsbcomplaint> If Txn Not Done By You

12. To Block your Account, give a missed call on 9860302303 from your registered mobile number

13. Do not give details of your bank account by clicking on links received through SMS, WhatsApp & Email.

14. You can lodge a complaint with local police, cyber-crime authorities or on sachet@rbi.org.in, if you receive any offers of cheap funds from abroad or within India