



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

RBI Kehta Hai... Jaankaar Baniye, Satark Rahiye!

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 & Mail id with your Bank Account. So that you will get instant notification of Debit/ Credit to your 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. Check your Bank Account Statements Regularly. (Minimum Monthly)
7. Change your ATM PIN at regular intervals.
8. Do not forget to collect your card after the transaction is complete.
9. If your card is lost or stolen, or you suspect that it is being used fraudulently, report it immediately to bank.
10. If you notice any issue with this transaction, please contact your home branch immediately or
CALL on 8484888407.
11. You may also raise a complaint on our website <https://crm.bharati.bank.in/register>
12. To Block your Account, give a missed call on **9860 3023 03** from your registered mobile number. In case of any fraudulent activities in your account.
13. Do not give details of your bank account by clicking on links received through SMS, WhatsApp & Email. Avoid clicking on unknown or suspicious links received via Email, SMS or WhatsApp.
14. Dial **1930** for online financial fraud assistance or report cybercrime at <https://cybercrime.gov.in/>.
15. Send SMS **BSBLACBLOCK** on **9974 5456 00** from your registered mobile number for Block your Account. In case of any fraudulent activities in your account.