

CUSTOMER AWARENESS – DO'S AND DON'TS ON ELECTRONIC BANKING TRANSACTIONS

DO's	DON'Ts
<ul style="list-style-type: none"> ➤ KEEP SECURE YOUR ATM DEBIT/ CREDIT CARD. ➤ MEMORISE THE PIN OF YOUR ATM DEBIT & CREDIT CARD. ➤ CHANGE THE PIN/ INTERNET BANKING PASSWORD FREQUENTLY. ➤ BE CAREFUL WHEN YOU ARE DOING TRANSACTIONS AT ATM CENTERS - SEE ANY EXTRA FITTINGS ARE THERE OR ANY PERSON IS FOLLOWING YOU. ➤ USE CANARA M-SERVE APP TO SWITCH ON/ OFF AND HOTLISTING ATM DEBIT/ CREDIT CARD WHEN YOU ARE NOT USING. ➤ CHECK TRANSACTIONS IN YOUR ACCOUNT REGULARLY AND INFORM THE BANK IF UNAUTHORISED TRANSACTIONS NOTICED. ➤ REPORT UNAUTHORISED ELECTRONIC BANKING TRANSACTION AS EARLY AS POSSIBLE THROUGH ANY ONE OF THE FOLLOWING CHANNELS ; <ul style="list-style-type: none"> A. CALL TOLL FREE NUMBER - 1800 425 0018 B. REPORT THROUGH E-MAIL - reportsuspect@canarabank.com C. SMS TO 56161 BY TYPING "SUSPECT" FOR DOMESTIC CUSTOMERS. D. SMS TO "9980904040" BY TYPING WORD "SUSPECT" FOR NRI CUSTOMERS (PRODUCT CODE 103 & 104). E. LOG IN TO OUR WEBSITE WWW.CANARABANK.COM AND LODGE THE COMPLAINT IN "CANARA PUBLIC GRIEVANCE REDRESSAL SYSTEM (CPGRS)". F. REPORT TO THE BASE BRANCH OVER PHONE OR E-MAIL. <ul style="list-style-type: none"> ➤ KEEP YOUR MOBILE AND PC WITH UPDATED ANTI VIRUS SOLUTION. ➤ REPORT TO CYBER CRIME POLICE/ POLICE AUTHORITY. 	<ul style="list-style-type: none"> ➤ DO NOT DISCLOSE YOUR ATM DEBIT CARD / CREDIT CARD NUMBER/ PIN/ CVV/ OTP TO ANY PERSON. ➤ DO NOT SHARE YOUR INTERNET BANKING USER ID/ PASSWORD/ OTP. ➤ NEVER RESPOND TO ANY TELEPHONE CALLS/ SMS/ E-MAIL ASKING TO SHARE THE DETAILS OF YOUR CARD NUMBER ETC. ➤ DO NOT HAND OVER YOUR DEBIT CARD/ CREDIT CARD TO ANY UNKNOWN PERSON/ SALES PERSON IN A SHOP/ MERCHANT LOCATION BEYOND YOUR SIGHT. ➤ DO NOT KEEP PIN/ PASSWORD ALONG WITH THE ATM DEBIT CARD/ CREDIT CARD - MEMORISE IT. ➤ AVOID CYBER CAFES FOR DOING INTERNET BANKING TRANSACTIONS.

NOTE: The Bank has introduced velocity checks for Debit Card, Credit Card, Internet Banking, Mobile Banking, UPI on 24*7 real time basis by calling through 080 - 4620400, for confirming genuineness of transactions.