



IMPORTANT FRAUD PREVENTION MEASURES

To help safeguard your financial interests and ensure a secure digital banking experience, we encourage you to follow the guidelines below.

- 1) Please promptly inform the Bank and provide the necessary details if there are any changes to the contact details, including landline and mobile numbers, email addresses, correspondence addresses, NIC numbers, etc.
- 2) Do not share sensitive information, such as PINs, Passwords, OTPs or Card details with anyone at any time.
- 3) Do not share your Internet/ Mobile banking credentials with anyone at any time.
- 4) Do not forward/ share system-generated emails which you received from the bank that may contain your internet banking credentials.
- 5) Please be cautious of fraudulent messages and do not click on any unknown links.
- 6) Be vigilant when sharing your account details with third parties for receiving funds via online transfers.
- 7) Do not share personal information with anyone claiming to be bank staff.
- 8) Please review and reconcile account statements frequently.
- 9) Please register for the transaction notification alert service to receive notifications via email and SMS, and do not unsubscribe for any of these services.
- 10) Report any suspicious SMS/ Email immediately that are pretending to be sent by the Bank.

STAY ALERT – PROTECT YOUR MONEY & PERSONAL INFORMATION.

Please contact your MCB branch or call our 24/7 hotline 0115 222 261 for further assistance.