

Useful banking tips

General Tips:

- Please be informed that the bank will not contact you to request any banking information such as your card number or any pin codes

Online Banking Services:

Login

- Make sure that you're using a secured WIFI network while accessing on-line banking services
- Do not save your username / password on your computer

Logout

- For your own safety, once you successfully logged in to the application with your Username and Password, don't forget to log out after using the online banking services

Last login notifications

- With each login attempt, a notifications message will appear at the upper right side of the Screen showing your previous login trial, date and time.

Reporting Unauthorized Transaction/ Login attempts or Theft

- If you found an unauthorized login attempts or transaction has been or may be made from your account, please refer to the bank immediately by calling '19700' or by visiting the nearest branch

E-wallet:

- Do not disclose your E-wallet's activation code to anyone
- Do not disclose your e-wallet's pin code to anyone
- Make sure to regularly track your E-wallet transactions to ensure that they were carried out from your side
- In case you lost your phone, please contact our hotline 19700 to stop your E-wallet service

Banking Cards:

- Do not reveal your card's pin code to any one
- Do not reveal the three numbers on the back of your bank card (CVV) to anyone so that you do not expose yourself to scams
- Always make sure to cover your PIN whether you're entering it on banks' ATMs or merchants' points of sale
- Do not respond to any text message asking you for your bank card number, expiry date or the three numbers on the back of your card
- Do not disclose the one-time password that you use during your online purchase to anyone
- Only use your bank cards on trusted and well-known websites
- If you feel that the site you have purchased from is unsafe, contact 19700 immediately to take the necessary action
- Make sure to review the merchants' websites security policy