



## **IMPORTANT NOTICE TO CUSTOMER'S**

### **FRAUD/CYBERCRIME BY PART TIME JOB OFFICER'S/PONZI SCHEME SCAM**

Dear Customers,

Protecting you from fraud and financial crime, in today's progressively connected world, it's more imperative than ever to warrant your security - especially when it comes to banking. The criminals & fraudsters are restoring to different kinds of modus operandi for perpetrating cybercrimes routed through the banking channels & payment gateway. Bank customers are being targeted by sending fake SMS/emails containing phishing links/lucrative offers like part time job/lottery/promise of high commission/returns in short span of time. Fake mobile application/bulk SMS, SIM-box based Virtual Private Network (VPNs), phishing websites, clouds services, virtual accounts in bank, Application Programming Interface (API) etc. are also being used to collect customers sensitive personal information. Few unidentified professionals, foreign nationals, payment aggregators etc. are also reported to be involved in such frauds.

In order to provide better protection to all of our customers from fraud and financial crime across our global processes and systems, we would like to apprise you that complete and accurate KYC information is a key to safeguard customer accounts. Our systems and processes rely on us having the most up-to-date information about all of our customers. Hence, you may be contacted by BOI or you can avail our digital services like BOI mobile application etc. to do one or all of the following regulatory requirements:

- ❖ Confirm or update your existing KYC information.
- ❖ Provide some new/additional information which may include verification/validation of KYC documents.

We understand that this may cause some inconvenience, and we apologise for the same.

In order to protect the hard earned money from fraudsters, we advise all our customers to be vigilant of such scams and not to share sensitive information such as **CARD/PIN/OTP/CVV/PASSWORD etc.** with anyone. Please do not click on any link received through any SMS/email or open attachment from any unknown senders and kindly always be watchful while browsing online search engines, unwarranted websites, downloading any allusive apps etc.

We reiterate that BOI never asks for your sensitive details over phone, SMS or Email.

Season's Greetings,

**Yours Sincerely,**

**(Shri. Manoj Kumar),  
General Manager & Principal Officer.**