



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra

भारत सरकार का उद्यम

एक परिवार एक बैंक

**Integrated Risk Management Department
Head Office, Pune - 411005**

Dear Valued Customer,

24.02.2021

Thank you for banking with Bank of Maharashtra!

Security of your account is of utmost importance to us. Bank of Maharashtra is always progressive in Customer Education and Awareness. In our endeavor to continue educating our customers on security, we are hereby publishing the Customer Awareness - 23. Please find the same below. Hope you will find it useful and informative.

**Customer Awareness –23
Recent Online Frauds and its Reporting**

There have been many incidents of Cyber Frauds in recent times. The fraudsters are using different methods to cheat people. It may be on the pretext of Covid-19 vaccination, Job Offers, Lotteries, etc. Therefore we suggest you to follow the measures given below :

- Bank never asks for Account details for any purpose through phone call/ Email/ SMS.
- Do not respond to such phone call/ Email/SMS and do not share the Bank details with any one for any purpose.
- Never share your CVV/ Pin No. of Debit/ Credit card to anyone.
- Please use only genuine Customer Care Number of the Bank, available on Bank's website.
- Cyber fraud or Card Lost/ compromised, can be reported on :
 1. Our Toll Free Customer Care Nos: 18002334526, 18001022636.
 2. Emailing your details on mahaconnect@mahabank.co.in through registered e-mail id.
 3. Registering your complaint online at our website www.bankofmaharashtra.in under Contact Us> Complaints/Grievances> Click here to fill Online Complaint Form.
 4. Visiting the Branch and registering your complaint.
- You can also Hotlist your card by using Mobile Banking/ Internet Banking facility.
- Bank advises to use any of the above methods to Block the Card to prevent any further financial loss.
- Be vigilant about the Cyber Fraud attempts and immediately report such frauds/ attempts.

**By Chief Information Security Officer
Bank of Maharashtra**