



Dear Valued Customer,

15.11.2019

Thank you for banking with Bank of Maharashtra!

Security of your account is of utmost importance to us. In our endeavour to continue educating our customers on security, we are hereby publishing the Customer Awareness - 8. Please find the same below. Hope you will find it useful and informative.

Customer Awareness – 8

Finding out your financial information has fallen into the wrong hands can be discouraging. If your card has been lost, stolen or otherwise compromised, follow these steps.

- 1. Act quickly:** At the first sign of any suspicious activity in your card – or at the first realization that your card is missing – call the Bank immediately (on 1800 233 4526) to Hotlist your card visit your branch to issue new card.
-You can also hotlist the card by using **MahaMobile App** or **Internet Banking** application of our Bank.
- 2. Stay secure:** In the event that a hacker has made his way into your online account. Change your account password/PIN(Personal Identification Number) as soon as possible, so that no one other than you can perform transaction. Ensure that the password/PIN for each account/Card is different so that the hacker can't access all of them.
- 3. Reporting:** Approach local law enforcement agency for reporting of fraud in addition to Banks.
- 4. Be vigilant:** Ensure that you are regularly monitoring your account statement for suspicious transactions.

Ensure that you have strong passwords/PINs for all accounts/Cards. Do not share your password/PINs with others. Change your card PIN periodically. Ensure whether your card is enabled/disabled for International use, disable if it is not required.

By Chief Information Security Officer
Bank of Maharashtra
