

SECURITY TIPS

USAGE OF CREDIT / DEBIT CARDS

The modern day business environment, more so, the banking and financial sector, is extensively using technology for business operations. The operations in the banking sector has been extensively catered to by a host of delivery channels which are gaining widespread customer acceptance and the number of transactions made using these delivery channels are gaining momentum. Delivery channels like ATMs, Internet banking, Mobile banking etc. have proved to be extremely effective, customer-centric and widely accepted as they have ushered in an AnyTime, Anywhere banking experience to the customers. To supplement, there has been also new options like debit cards and credit cards for drawing money and carrying out transactions at ATMs, Point of Sales [POS] terminals at Merchant Establishments [MEs] and through the Internet. This is also gaining importance on account of the RBI Policies to move towards paperless banking and also reduce cash transactions including those using cheques increasingly, by shifting to options like National Electronic Funds Transfer [NEFT] and Real Time Gross Settlement System [RTGS].

Credit cards and Debit cards have become very popular amongst its users for their ease of operations and the simplicity they afford in transactions. The credit and debit cards are now increasingly being used at POS terminals at MEs and for making online purchases through the Internet, apart from using at ATMs for drawing cash. With the popularity and usage levels increasing rapidly, it is necessary for the users to understand the risks involved in card based transactions to minimise any attempts to misuse thereof by taking sufficient care in operations.

Tips for Usage of Cards at POS terminals of Merchant Establishments

1. Ensure that you have signed on the signature panel on the cards as and when cards are received
2. Memorise Card Verification Value [CVV] number which is the last three digits number printed on the backside of the card and blacken it so as to be not to be visible to onlookers
3. Ensure that cards are used at reputed / reliable merchant outlets only

4. Ensure that card is swiped at the POS terminal in your presence
5. After swiping, ensure that the card returned is the actual and right one, preserve the receipt received from the merchant establishment
6. Register with the Bank to receive SMS alerts on usage of card
7. Subscribe to card billing statements to be received through e-Mail for credit card transactions
8. Access your card statement through website at frequent intervals to identify any unauthorized entries [*]

Tips for Usage of Cards on Internet for online purchases

1. Ensure that cards are used at reputed / reliable merchant outlets only
2. Card details be furnished only to the original website address [Address / Look of fraudulent phishing websites would be slightly different]
3. Make it a practice to type the website address rather than choosing the website address by clicking on a hyperlink
4. Ensure that the website you access display information like **Verified by Visa** or **Master Card** etc. and also look for "secure transaction" symbols like "https"

Tips for Usage of Cards at ATMS

1. Ensure that the card is safely preserved at all times
2. Do not share the PIN number with anyone nor write it on the card / anywhere
3. Do not take assistance from any unknown person particularly strangers for using ATMs
4. Change the PIN periodically
5. Count the cash collected to confirm correctness
6. Ensure that the transaction slips received from the ATMs are shredded before discarding
7. Do not leave the ATM cabin without taking back the card
8. Report to the Call Centre on the number displayed, in case, the card is captured by the ATM or if any discrepancy is noticed in the transactions
9. Immediately report to the Call Centre if the card is misplaced / lost

[*] *Being provided shortly*