

Bank safe Bank better

Quick tips for safe banking



Bank's policy in your interest

- The bank will not ask for your account details like your passwords and PIN numbers over an incoming call or email received at your end.
- The bank does not accept or act upon any verbal instructions given to any bank official in a branch. Always give written instructions in bank formats as applicable.
- The bank does not permit any bank official to accept cash on behalf of client for investments or deposits, unless you are depositing cash at the teller counter in the Bank.
- Please note that all communication should be made on the official e-mail ids and contact numbers of the bank official.
- The bank does not endorse any email or statements sent from personal email IDs of its employees.
- The bank does not offer commit or indicate any returns on third party products like Mutual Funds and Insurance.



Good Banking practices

- Keep your contact details like Address, Email and Mobile Number updated in the bank records.
- You may update your latest address in our records by submitting the address change form available on our website, along with the acceptable and valid address proof at your nearest branch.
- Do not handover any blank signed forms / cheque leaves / withdrawal slips to anyone even if person claims to be a Bank official.
- Do not seek assistance to collect cash from the cash counter at the bank branch.
- Please immediately contact our Bank by Phone or your nearest branch if you find any discrepancy or need clarification in your statement.
- Register yourself for SMS / Email by calling our Bank by Phone or visiting our branch.
- Ensure the remittance forms are duly filled and signed detailing beneficiary name, address, SWIFT code and beneficiary bank details.



Beware of Fraudulent Calls & Emails

- Do not respond to Calls, SMS, Emails or Letters from anyone promising you opportunities, gains or bonus even if the caller or sender claims to be from the bank.
- If you receive any such Calls, SMS or Emails, please inform us immediately and forward the email received by you to in.service@rbs.com
- Never share information through emails with pop-up messages that ask you to disclose your debit card number, bank account information, any password, any PIN, or any other sensitive information. Such sensitive information should never be divulged to anybody, even if he/she claims to be from the Bank.
- Beware of scams that ask for your personal information over phone or through SMS or email.
- Do not download any software, applications on your PC, laptop, tablets or Mobile Phone unless you trust the source.
- Do not transfer funds to or share your account details with unknown / non-validated source luring you with attractive offers.
- Ensure that you have installed legitimate (non pirated) operating system with latest anti-virus/ security patches on your computer, smart phones and tablets or other electronic gadgets.
- Do not respond to phishing E-mails claiming to be from Bank or Reserve Bank of India.