Customers-Be Aware

Do's and Don'ts of ATM/ECOM/POS transactions

Do's

- ✓ Do your ATM, POS & ECOM transactions in complete privacy, never let anyone to see you, entering your Personal Identification Number (PIN) i.e. ATM Password.
- ✓ Post completion of ATM transaction and before leaving from ATM machine, kindly ensure that welcome screen is displayed on ATM screen and home screen in case of POS terminal.
- ✓ Kindly ensure your current mobile number is registered with the Bank, so that you can get alerts for all your transactions happening on your accounts.
- ✓ Beware of suspicious movements of people around the ATM/POS or strangers trying to engage you in conversation while performing transactions on ATM/POS.
- ✓ Inform the Bank if the Debit card is lost or stolen; immediately report if any unauthorised transaction. Also, customer can block the Debit card by sending SMS to **8750587505** as: **BLOCK<SPACE>FULL A/C NUMBER**
- ✓ Give attention and look for any extra devices attached to the ATMs that looks suspicious.
- ✓ Check the transaction alert i.e. SMS as received on registered mobile number regularly.
- ✓ If cash is not dispensed the ATM does not display "cash out" please report to the Bank with details as mentioned on the slip generated from ATM.
- ✓ Immediately check your handphone for SMS for amount debited from your account.

Don'ts

- ✓ Never ever share your Card number/Card expiry date/CVV/PIN with anyone. This can be misused. Bank never asks for such details.
- ✓ Do not write your PIN on the card, memorise your PIN number.
- ✓ Do not take help from strangers or handover your debit card to anyone for using it.
- ✓ Do not handover or allow the debit card to go of your sight when you are making a payment at any point of time.
- ✓ Never share your any card details over phone. It may lead to misuse.

Sarvatra Cardsafe App
- ✓ Subhadra Bank offers **GREEN PIN** facility. Now, customer may change their Debit card PIN online. Download "**Sarvatra Cardsafe**" App from Google Play/Apple store through registered Mobile number with Bank. Leave (first three digit i.e. 583), while entering account number.
- ✓ Customer may enable/disable ATM/POS/ECOM transactions online with the help of "**Sarvatra Cardsafe**". Even customer may change the transaction limit of ATM/POS/ECOM transaction online as per their convenience.
- ✓ For any help, contact nearest branch or call helpdesk No. as provided on Bank website.