



Staying safe online

Banking, card and payment scams Top tips to keep safe

With an increase in numbers of individuals using digital technology, there has also been an increase in banking, card and payment scams. Therefore, it's vitally important to protect your card details when banking or shopping online.

Remember:

- Banks will never call or text you to ask for your personal or financial information such as your PIN number or account information.
- If you receive a call or a text that you're suspicious of, always check directly with the company that it is legitimate, before giving away any information.

After scammers have called you, they can keep phone lines open even after it appears that they have hung up.

- Make sure you use a different phone to check the authenticity of call or you could end up talking to the scammers posing to be the organisation you are calling.
- Never disclose your PIN number with anyone.

Sadly, phishing emails are hugely on the rise, so always be wary of emails you receive posing to be from a bank.

- Never click on links within an unknown email. Clicking on a link in a fake email or text redirects you to a fake website where the scammers then steal your financial and personal information. Alternatively, the link can install malware onto your device.

