



## Protect yourself and your card from fraud

Here are some simple tips to help keep your card safe

-  **Do** check when you are opening emails that they are from a legitimate and recognised sender.
-  **Do** check that links in emails are genuine by hovering over them before clicking on them.
-  **Do** make your passwords long and strong using a mix of letters, numbers and special characters.
-  **Do** always ensure you are buying from reputable retailers online.
-  **Do** always log out of websites when you have finished your session, rather than just closing the browser.
-  **Do** listen to your instincts. If something doesn't feel right then stop and question it.
-  **Don't** ever reveal your full banking details such as card number, PIN or 3D secure password if requested by email or over the phone.
-  **Don't** assume an email or caller is genuine. When in doubt terminate the call or delete the email.
-  **Don't** open suspicious attachments or click on links within unsolicited text messages or emails.
-  **Don't** allow internet browsers such as Google Chrome to save your password. Always select "No" when prompted.
-  **Don't** use the same password or PIN code for multiple sites.

For your account security, we may decline certain transactions that could pose a risk of fraud, so it's important to make sure your contact details are up to date.

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