

BANK SMART. BANK SAFE.

DCB BANK



A smart customer is always alert of spam emails / phone calls / SMSes / social media messages that ask for bank account details.



Before selling an old mobile phone, a smart customer remembers to delete all important data or reset factory settings.



A customer who trusts in their bank reports suspicious activities and phishing emails to the bank at the earliest, and updates the bank in case of change in address, mobile number, loss of mobile phone / debit card, etc.



A smart customer always creates and keeps changing a strong password, and does not share it with anyone.



He/She does not share debit card details with anyone or allow anyone to watch while doing an ATM transaction.



An alert customer protects mobile data, keeps a screen lock password, turns off connectivity options such as Bluetooth when laptops and mobile devices are not in use.

The smart ATM user



Updates contact details for regular transaction alerts.



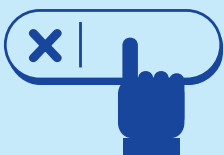
Does not share card details with anyone.



Always memorises PIN and passwords.



Always remembers to collect his/her debit card from the ATM.



Presses the 'Cancel' button after finishing a transaction.



Does not allow anyone to watch while doing an ATM transaction.

The smart branch customer



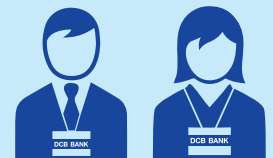
Updates contact details for regular transaction alerts.



Does not leave personal belongings unattended.



Hands over cash only to the teller at the counter and to no one else.



Hands over documents only to a person wearing a DCB Bank ID.



Remembers to collect acknowledgments for every transaction.



Fills all forms himself/herself and does not sign on any form without reading.