



Do not respond to phishing E-mails claiming to be from Reserve Bank of India

It has come to the notice of the Reserve Bank of India that E-mails are being sent in its name “inviting bank customers to update their bank account details”. The Reserve Bank clarifies that it has NOT sent any such E-mails. The Reserve Bank of India or any bank never issues / sends communication to the public / their customers asking for the sensitive details like bank account, credit card, net banking, ATM card etc. for any purpose. **The Reserve Bank appeals to members of public not to respond to such E-mails and not to share their bank account details with anyone for any purpose.**

What is Phishing? Phishing is a term given for creating fraudulent websites and email addresses closely resembling legitimate companies. It has been actively used by cyber criminals trying to dupe people of their money. This menace has been increasing with more people getting hooked on to the internet but not being fully aware of phishing. A database of valid email addresses will be procured by the fraudsters over a period of time. The letter heads and the names of the executives referred in the email may look similar to that of the original bank / organization. Randomly generated e-mails are then sent to these Email IDs, which may contain links that take the user to a fictitious log on page. This webpage may look similar to that of a genuine bank / financial institution, but designed to capture the sensitive inputs given by the customer, like the bank account number, user id and password. Fraudsters then make use of this information to siphon off funds, tempt the user to send account details and make a small upfront payment or undertake transactions that are billed to the original customer. For further details, please visit our website www.southindianbank.com -> Help Desk -> Customer Education Series

The fraudsters also send attractive offers to public through letters, E-mails, mobile phones, SMSs, etc. To lend credence to such offers, the communication is often sent on/from letterheads/websites that appear to be like that of some public authorities like the Reserve Bank of India. The offers are apparently signed by top executives/senior officials of such authorities. However, only the names of the officials may be correct but their signatures are faked. The offer document would contain contact details of a so-called RBI officer working in some department in the Reserve Bank/Public Authorities. **The Reserve Bank cautions the members of public against responding in any manner to such offers of moneys from abroad.**

Members of public are also cautioned against making any remittance towards participation in such schemes/offers from unknown entities, since such remittances are illegal and any resident in India collecting and effecting/remitting such payments directly/indirectly outside India is liable to be proceeded against for contravention of the Foreign Exchange Management Act, 1999. Such offers are fraudulent and public should immediately register a complaint with the local police/cyber-crime authorities when they receive such offers or become a victim of any such fraud.

The Reserve Bank does not undertake any type of money arrangement, by whatever name called, and it does not take any responsibility for recovering moneys remitted in response to such bogus communication.

Protect your privacy from online and email scams..... Protect your reputation.....