

Safety Tips on your Commercial Card:

DO:

- DO check the identity proof of the sales executive while applying for a card or loan or handing over your documents
- DO check your application status after applying for any card or loan by calling the respective Bank's helpline number
- DO Pay attention to all alerts sent by the Bank especially transaction alerts or address / mobile number change alert etc. Please inform the Bank immediately on any discrepancy
- DO Keep your Commercial Card in the same place in your wallet / purse so that you notice it immediately if it is missing
- DO memorize your Personal Identification Number (PIN) and change it on a regular basis, destroy any physical documents of the PIN mailer
- DO ensure that the Card PIN is not visible to others while entering it at POS machines and ATMs
- DO contact the Bank immediately on losing your Card or if you have mistakenly shared your details with anyone
- DO keep the Bank's Customer Care number handy, so that you can call immediately in cases like needing assistance / emergency / loss of card / disputed transactions
- Beware of spurious messages / calls / emails and never respond to any such communication with your details
- DO ensure that the merchant processes the transaction on your Commercial card in your presence
- DO Verify that, on completion of the transaction, the Commercial Card returned to you by the merchant, is yours
- DO check receipt of your monthly Commercial Card statements. If you do not receive your Commercial Card statement, contact our helpline number to check if the appropriate address is updated
- DO Keep the Bank's Helpline / Customer care number handy to enable immediate calling for any assistance / exigency

DO NOT:

- DO NOT leave your Commercial Card unattended
- DO NOT disclose your ATM PIN / TPIN / NET BANKING PASSWORDS / OTP / CVV / VBV / MASTER SECURE PASSWORDS to anyone. The Bank or any other government institution will not ask for this information
- DO NOT seek help from strangers at the ATM even if offered voluntarily
- DO NOT handover your Commercial Card to any individual other than a merchant when making a purchase
- DO NOT handover your Commercial Card to anyone claiming to be a representative of a Bank / VISA / Master Card / RuPay / Amex or any organization
- Do not access your Card using unsecure Wi-Fi networks or shop online on such networks, in public places

