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## PRESS RELEASE

HDFC Bank Ltd.  
HDFC Bank House,  
Senapati Bapat Marg,  
Lower Parel,  
Mumbai - 400 013.  
CIN: L65920MH1994PLC080618

### **HDFC Bank conducts Secure Banking during Covid19**

- ***To increase general public awareness on EMI Moratorium frauds***
- ***Educate general public on tips to keep their money safe from fraudsters***

**Mumbai, April 09, 2020:** HDFC Bank Ltd., today introduced Secure Banking during Covid19 initiative. Through this initiative, the bank will educate general public including its customers on 3 emerging online, electronic, and digital banking frauds to make them **#SecureBankers**.

The initiative covers:

- Evolving Bank Frauds in view of EMI Moratorium facility
- Modus Operandi of new and emerging frauds – Fraudsters calling customers to avail EMI Moratorium by sharing all their confidential banking details, including OTP
- How you can become a #SecureBanker

Click on the image below to view the video



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**COVID-19 APPS**

**Modus Operandi**

1. Fraudster will call, asking you to download mobile app from a link.
2. The mobile app is malicious in nature which when installed may capture details like username, password.
3. Fraudster may ask for a OTP and carry out fraudulent transaction.

**Secure Banking Practice**

- Don't download any app from an unknown source, link.
- Please download only from Playstore / Appstore.
- Ensure anti-virus is updated on your laptops or desktops and even mobile phones.

**SECURE BANKING**



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It is important for general public including bank customers to note:

- HDFC Bank or any other bank will never ask for your OTP, NetBanking/MobileBanking password, Customer ID, UPI PIN etc for deferring your EMI payments.
- Please do not share any confidential details with anyone over phone, SMS, Email with anyone.

To spread awareness about Secure Banking during Covid19, channels such as SMS, ATM screens, mobile banking app, and the [HDFC Bank website](#) will be used.



*“As a socially responsible corporate citizen, Secure Banking during Covid19 is a response to the new and emerging techniques used by fraudsters to dupe customers using EMI Moratorium as a bait,” says **Mr Sameer Ratolikar, Chief Information Security Officer, HDFC Bank.** “In these trying times, it is important for one and all to be informed about the evolving bank frauds. An alert and well-informed customer is less likely to inadvertently disclose personal banking details. Through this initiative, we hope to create greater awareness of safe*

*banking practices among general public.”*

[Click here to watch how fraudsters can trick you.](#)

### Secure Banking tips:

- Never respond to any email that asks for personal information
- Check that the sender’s email address is the same as their display name
- Don’t click on any link in the email that looks suspicious
- Do not click on email attachments that ask you to download them for details
- Check if the email has spelling mistakes or grammatical errors
- Do not click on emails that have unknown URLs (links)



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- Be vary of emails from health organizations like WHO and visit their website for the latest information

### About HDFC BANK

For more information please log on to: [www.hdfcbank.com](http://www.hdfcbank.com).

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