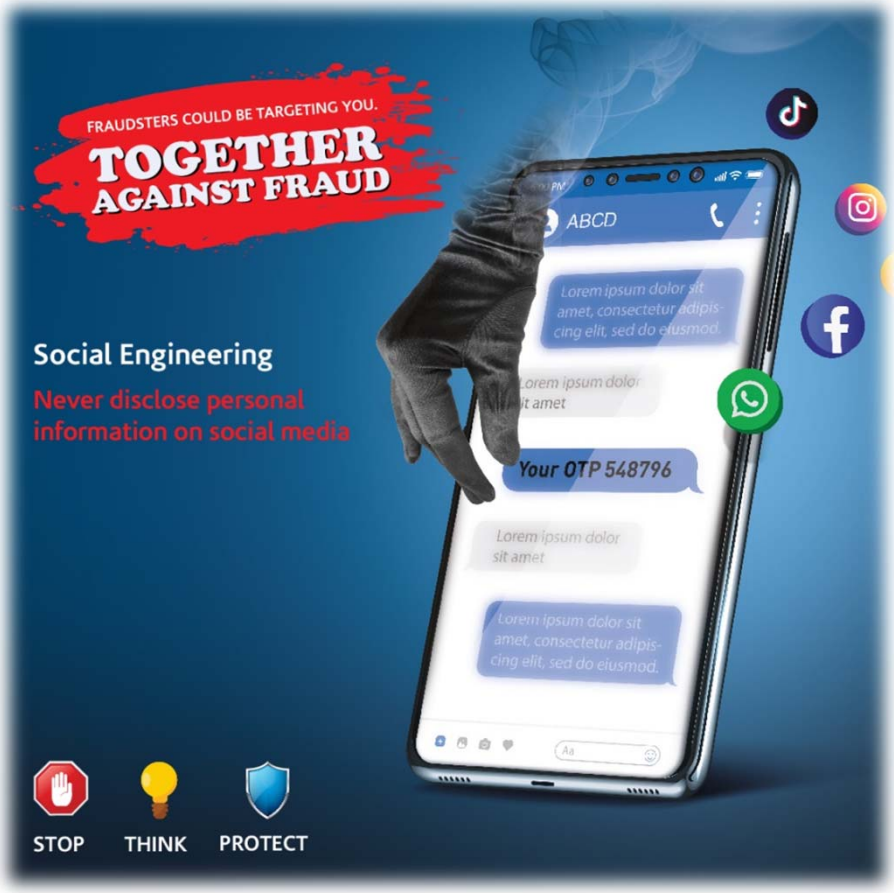
EMIRATES LEBANON BANK
بنك الإمارات ولبنان

SOCIAL ENGINEERING



Do not get tricked into sharing sensitive and personal information over social media.

S T O P

- Responding to strangers online asking you to share OTP.
- Clicking on pop-up banners claiming your computer is infected.
- Entertaining friendly callers from getting your personal information by gaining your trust.
- Acting upon mails of messages that create urgency to take action.

T H I N K

- Could this be genuine?
- Is it safe to share personal information with a stranger?
- Will your bank call to ask for your personal information?

PROTECT

- Do not share your OTP or personal information.
- Limit the information you share on any digital channel.
- Create strong and complex passwords and change them frequently.
- Do not download or install suspicious apps.
- If you suspect that your personal details have been compromised, report it immediately to your bank.

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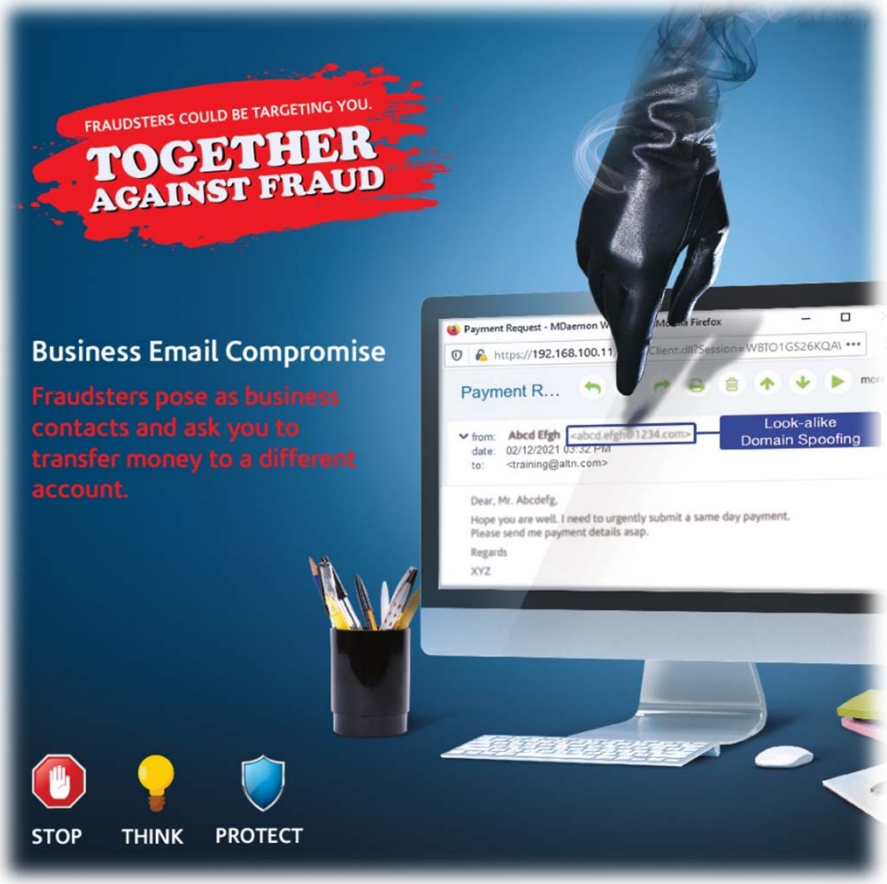
BUSINESS EMAIL COMPROMISE



Sometimes fraudsters impersonate people you know at work and ask you to redirect funds/payments to an account under their control.

S T O P

- Is the sender asking you to transfer money to a different account?
- Is the email ID 100% matching with the email ID of your friend/business partner?

T H I N K

- Is it possible for someone to send you email on behalf of your business partner/friend?
- How can you verify that the email asking you to send money to a different account has been sent by the genuine person?

PROTECT

- Always call only on your client's known phone numbers for verification and not on the numbers mentioned in an email.
- Have an updated Anti-Virus software on your computers to block malware/viruses/key loggers.
- If you suspect that your personal details have been compromised, report it immediately to your bank.

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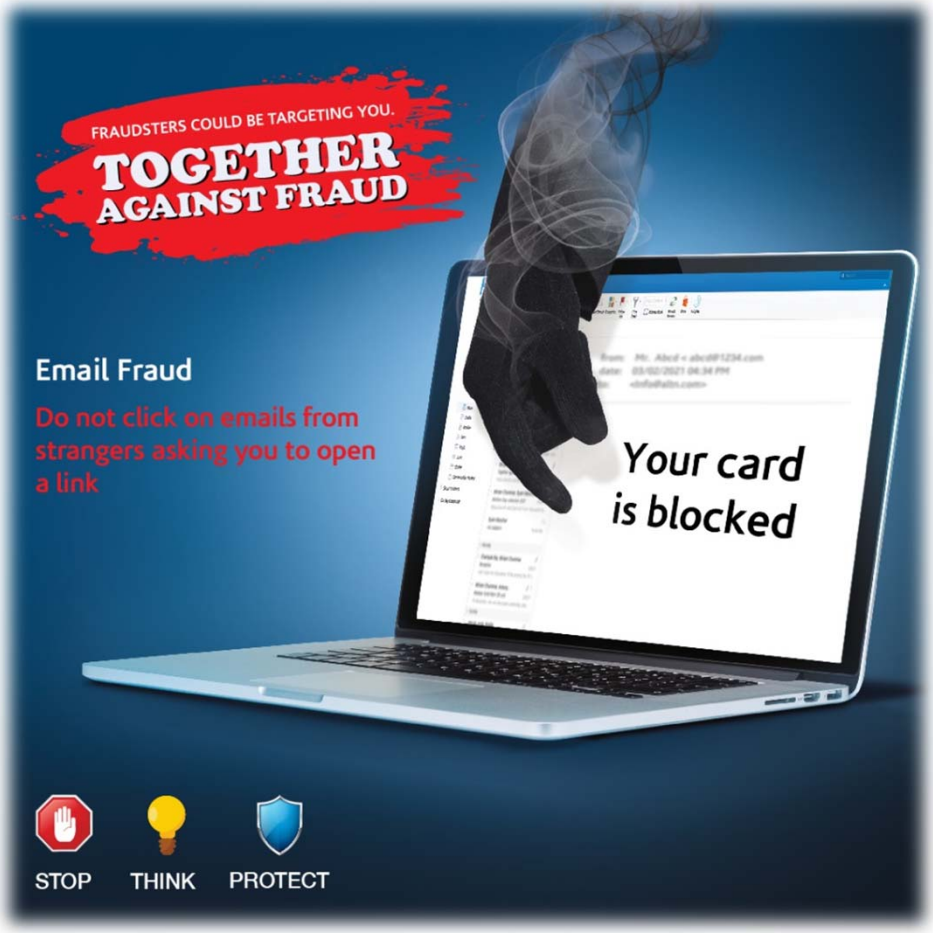
EMAIL FRAUD



You might receive emails from unknown email IDs, asking you to click on a link.

STOP

When you receive an email stating:

- Your account or card has been blocked.
- Your account details require update of personal details.

THINK

- Is your name mentioned in the email? If not, would you get such emails?
- Are you marked as BCC in the email, and your email ID is not visible?
- Is the sender's email ID matching 100% with the email ID of your bank or other entities? Or is there a slight mismatch?

PROTECT

- Your bank would never ask for your personal details in such manner.
- Do not click on links received from unknown senders.
- If you suspect that your personal details have been compromised, report it immediately to your bank.

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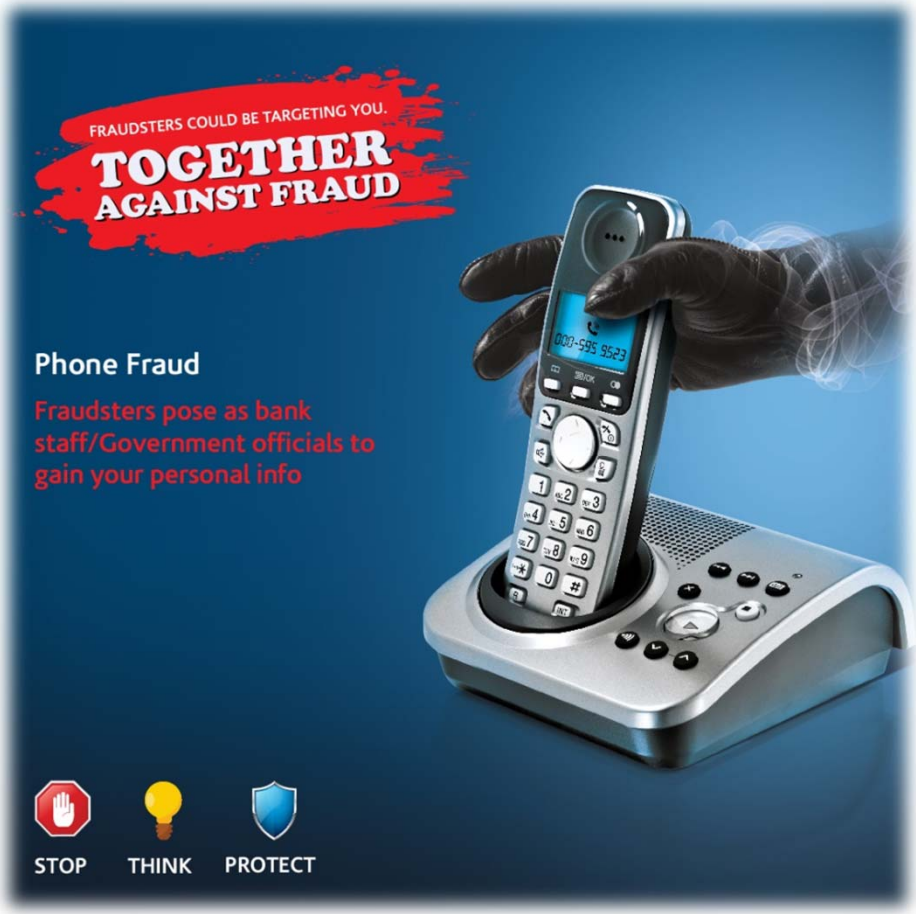
PHONE FRAUD



You might receive messages or calls from people who impersonate as staff of bank, police, government departments, courier companies or telecom providers etc. They want your personal details to commit fraud.

STOP

When you receive messages or calls asking for:

- Your account number, E-ID number, email ID or bank name etc..
- One Time Password (OTP) sent by your bank.

THINK

- Did the caller tell you from which bank they are calling or they are simply stating they are calling from "your bank"?
- Did you leave any message on the social media page of your bank recently and could the caller have seen that message?
- Why would caller need your confidential OTP sent by your bank?
- Is the call coming from a mobile number, why would they not call you from landline?

PROTECT

- Your bank would never ask for your personal details in such manner.
- Never share One Time Password (OTP) with anyone, they can commit fraud if they have it.
- If you suspect that your personal details have been compromised, report it immediately to your bank.

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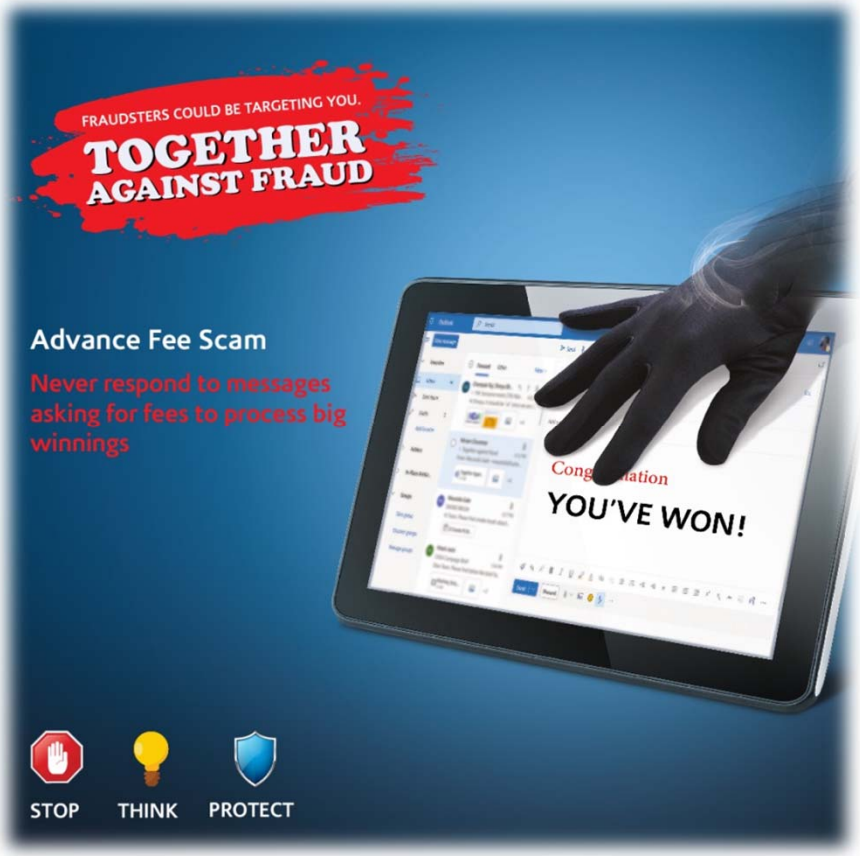
ADVANCE FEE SCAM



Fraudsters contact victims to inform them that they have won a prize and ask for money/information to process the same.

STOP

- Participating in dubious lucky draws.
- Responding to messages saying you've won when you haven't participated in the first place.

THINK

- If the call/email is genuine, why would caller require your information? They should already have it.
- Why does the call require you to pay fees for getting the prize?
- Did the caller address you by name or simply mentioned “Sir/Madam”?

PROTECT

- Never share your personal details with anyone, it can be used to take money from your account or card.
- if you suspect that your personal details have been compromised, report it immediately to your bank.

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ECOMMERCE

S H O P S M A R T

Take a few precautions before making your purchase.

- Keep your user ID and password secured
- Shop only on authentic e-commerce websites. Check the seller's review.
- Opt for a secure payment transaction channel.

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SOCIAL MEDIA

SOCIAL SMART

Keep your social media accounts private and secure.

- **Do not accept a friend request from strangers.**
- **Use different passwords for different social sites.**
- **Limit your personal information on social sites.**
- **Pick a strong password and change it frequently.**

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DIGITAL BANKING

BANK SMART

Simple steps to secure your digital banking.

Do not access your mobile banking from unsecured public Wi-Fi.

Never share your user ID or password with anyone.

Avoid clicking on unknown links and refrain from downloading random apps.