



eBanking Safety Tips

- Connect to your bank website using a device (laptop, smartphone, tablet etc.) that has the latest and updated security software, web browser and operating system.
- Have at least two bank accounts - one with Internet banking activated and one without.
- Do not keep large sums of money in the bank account that has online banking services activated. Transfer money into this account as and when needed.
- Check your account on a regular basis.
- Do not access your Internet Banking account from a cyber cafe or a shared computer or when connected to a public WiFi.
- Change your Internet Banking passwords (log-in password as well as transaction password) at least once a month.
- Your passwords should be complex and difficult to guess. Ideally they should be atleast 10 characters long and should have numbers, capital letters, small letters, and special characters e.g: G@teway0f!1ndiA
- If you have more than one Internet Banking account, use different passwords for each of these accounts.
- Never disclose your password or PIN to anyone, not even to a genuine bank employee.
- To access your bank's Internet Banking, always type in the correct URL (e.g. <http://www.example.com/>) into your browser window. Never click on a link in an email to visit your bank's site.
- Logout immediately after you have completed your transactions and then close the browser. If you are using a shared computer, it is advisable to delete cookies and clear the browser history. Do not allow your online banking passwords to be stored in the browser.
- Always check the last log-in to your Internet Banking account. If you notice something suspicious in the last login records, report it to your bank immediately and change your password.