

Dear Customer,

NBQ Digital banking platforms of Internet & Mobile Banking provides easy access to perform secure banking activities at your convenience.

However, similar to any other digital activity, there are certain risks involved where the fraudsters may try to access your account. You can avoid by being aware & alert.

Here are few tips below that can help you to protect & secure your Digital Banking activities:

- Using strong & unique passwords for all applications, & changing them on a regular basis.
- Never share sensitive bank information such as User Name, Password , PIN , Card Number, OTP etc.
- Do not panic when an email, SMS or phone call is received requesting sensitive data. Remember that NBQ will never request for sensitive security credentials.
- Check the legitimacy of links before accessing or downloading apps or websites.
- Always keep your device updated with the latest software / security updates.
- Ensure all financial transactions are done through "https://" websites.
- Be aware of your account activities at all times by tracking notifications sent through SMS or Emails.
- Any discrepancy in account details or balance should be reported to the bank immediately.
- Inform the bank whenever there is a change in any contact information or if you lose your device.

Fight frauds. Be fraud vigilant.

If you suspect any type of fraud, report it immediately by calling NBQ 24 hours Customer Service on 600 56 56 56

Best Regards,

National Bank of Umm Al Qaiwain (NBQ)