

Dear Valued Client,

Cyber criminals have sought to take advantage of businesses having to make changes to their processes due to the pandemic, and they are always adapting tactics.

Efforts at keeping you safe from fraud and scams is our priority at Barclays. Understanding how fraudsters operate can help protect you and your money. We have been hosting a series of educational webinars which cover the cyber threats for businesses, key trends, necessities for protection and other useful resources.

We have also enclosed a guide for your easy reference to make you aware of potential risks pertaining to cyber security. Please note that as cyber threats are an ever evolving area, this guide is not a comprehensive document but illustrates potential risks and we hope that it will serve to enhance awareness and thereby help you protect yourself.



What you can do to protect yourself

Verify payment requests with a trusted contact

Always verify details of any new/amended payment instructions verbally by using details held on file, and not on the instruction. This includes internal emails, whether from senior management or from within your organization.

Personal details and online sharing

Keep your details safe, think before you share information and ensure your password is strong and secure enough to protect your information.

Think carefully about the information you share on your personal and business social networking sites and on company websites. Make sure you are familiar with the privacy settings of your social media profiles, and that you're not revealing any information online, which could be used to manipulate you or anyone else connected to you.

If you're unsure, check

Don't assume a phone call, text or email is authentic. Think before you click that link. We would never ask you to transfer money, or ask for your password or PIN/ OTP. Remember, numbers can be manipulated or 'spoofed' to appear genuine. If you're suspicious hang up and call us back from a different phone. Use a number you know to be genuine, not one you have been given in a text, email or over the phone.

If you have fallen for fraud, speak up

Act fast, if you think you've facilitated or fallen victim to a fraudulent payment, speak up and own it. The quicker you can let us know, the better the chance we will have of trying to stop a payment or retrieving the funds. You can contact us using the following channels below:

Barclays fraud reporting line +91-22-6000 7888 or write to customerservices@barclays.com

Report phishing emails to internetsecurity@barclays.com

Stay up to date

As threats continue to evolve and new threats emerge, it's vital that you stay up to date with the latest information and best practices. Take advantage of any training opportunities in fraud prevention and ensure that your colleagues are aware of the latest fraud attacks and your internal prevention methods, particularly new starters. Have an open door policy for staff to question payment requests, it might just save your business.

Warm Regards,

Barclays Securities (India) Private Limited