



Protect yourself, be fraud smart

Using simple precautions, you can help
keep your information and money safe

Fraudsters can try to trick you in many ways, at a cash machine, by email, text, phone or online – often posing as someone from a trusted organisation or even the Police.

These tips can help protect you, your friends and family from becoming a victim of fraud:

Email, Text and Online Scams

We will never email or text you a link that takes you straight to the Online Banking page.

1. Never share your personal or security information on a website you've clicked to from a link in an email or text
2. Act with care when clicking on links or downloading attachments from unsolicited emails or texts. Forward suspect emails claiming to be from Barclays to **internetsecurity@barclays.com** and delete them
3. If you receive a suspicious text message containing a telephone number, check with us – by writing to us on the **customerservices@barclayscorp.com** or visiting a branch
4. Always check a website is secure before you enter any account or card details. Look for 'https' at the start of the web address and the padlock or unbroken key icon at the top of the page next to the address bar
5. Keep your internet security software up-to-date, and run regular scans and system updates.

Phone Scams

We will never ask for your card PIN and passwords when we contact you.

1. Treat all unsolicited calls with caution. Remember, banks and the police will never contact you to transfer funds, buy high value goods or hand over cards or money
2. Never share your card PIN, passwords or personal information with anyone who contacts you. If a caller does ask for this information, end the call.
3. Always check the phone line is disconnected after an unexpected call, by calling someone else first from the same line or using a different phone. Always call back using a phone number you've got from a trusted website or your bank statement

Card and cash machine scams

When using your bank card, be aware of people trying to divert your attention by pretending to be helpful, dropping something or deliberately bumping into you so they can take your card and cash or find out your PIN.

1. Always shield your PIN when using your bank card
2. Be aware of who's behind you when using your bank card and don't let anyone stand too close to you
3. Don't let anyone distract you during your transaction
4. If anything about a cash machine looks suspicious, don't use it. Tell a member of staff or the Police.



For more tips on how you can protect yourself from fraud, talk to us in branch or visit <https://www.barclays.in/security-scam-alerts.html>



Make sure we have your correct contact details so we can get in touch if we spot any unusual account activity.

If you're worried you've fallen victim to a fraudster, immediately

Write us on customerservices@barclayscorp.com or visit [barclays.in](https://www.barclays.in)

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