Vietcombank

SAFE TRANSACTIONS

On Digibank and VCB DigiBanz

ALWAYS REMEMBER 6 SAFETY PRINCIPLES

1. Do not disclose your username, password, OTP to anyone, under any circumstances

2. Only log in through trusted devices, do not save login information on any device

3. Change your password at least every 3 months or immediately if information is compromised

4. Authenticate the requester of any transaction

5. Only log in through the official website and application of Vietcombank

6. Log out immediately after completing the transaction session

WARNING

2 COMMON TYPES OF SCAMS

1. FRAUDULENT THEFT OF BANKING SERVICE INFORMATION

Fake Vietcombank's Brandname SMS

CAUTION

Vietcombank does not send SMS messages with login links for digital banking services

ANY MESSAGES WITH LOGIN LINKS ARE FAKE

Creation of fake websites and Fanpages

CAUTION

Only access the official Website/Fanpage of Vietcombank

Impersonation scams involving tax officials, police, bank employees requesting software installation

CAUTION

Do not install software of unknown origin. Do not share personal reading/control permissions, banking application on devices

2. SCAMMING CUSTOMERS TO TRANSFER MONEY

Posing as bank employees, hospitals, courts, police, post offices, telecommunications agency... Requesting customers to transfer money

CAUTION

- Identify the contact information
- Do not transfer money to strangers
- Report to the police if suspicious

3 URGENT ACTIONS

WHEN SUSPECTING FRAUD

1. Lock the service or change the service password immediately

For VCB Digibank: Send an SMS following the syntax **VCB KHOA DIGIBANK** to **6167**

For VCB DigiBiz: Change password by choose **Change login password** in **Utilities** features

2. Call the bank immediately at the hotline **1900 54 54 15** or go to bank branches for support (during business hours)

3. Report to the nearest police authority

OTHER NOTES

WHEN USING VCB DIGIBIZ

Install, use, and regularly update antivirus software, use firewall systems

Regularly update anti-spyware programs

Secure internet connection and apply security measures from the provider

Activate the "Receive notifications from the bank" feature to receive alerts about account balance

For more information, refer to the **"Risk Warning"** section on Vietcombank's website