

KEEPING YOUR MONEY SAFE



Dear Customer,

Digital banking has become a banking lifestyle for many of us. We pay for bills, goods and services as well as send & receive money at a click of a button.

Unfortunately, some people have taken advantage of this convenience to defraud us of our hard-earned cash.

We encourage you to be vigilant so that you do not fall prey to these fraudsters.

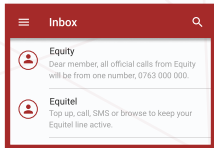
Inside this pack, you will find tips on how to protect yourself from fraudsters and safe-guard your money.

Equity

- ▷ All official calls from **Equity** will only come from **ONE Number**

 **0763 000 000**

- ▷ All messages you receive from us shall have sender's name "**Equitel**" or "**Equity**"



▷ **DO NOT** share your **CODE** or **OTP** with anyone or allow anyone to assist you to perform any transaction from your phone. **PIN Yako Siri Yako!**

▷ **DO NOT** save your **PIN** or **banking details** on **SMS** or on your phone.

▷ **NEVER** share personal details especially your **ID number/ Account Number** via **SMS**

▷ Always **keep** your **Equity Card** with you. Again, **do not** share your **PIN** with anyone.



- ▶ **Avoid** using passwords or PINs that are easy to guess such as birthdays, the current year etc.
- ▶ **Delete all** text messages from the **Bank** before you share or sell your device.
- ▶ If you **lose** your **phone**, contact us immediately and we will **block** your SIM, Equity Card and mobile banking.
- ▶ **Equitel** SIM Cards and phones are only sold at branches and selected Equity agents.



- ▶ **DO NOT** participate in any promotions that are not licensed. Our promotions will **never** ask you to **send money** in order to participate nor will it be communicated through personal numbers.
- ▶ **DO NOT** engage callers who claim your account has been **BLOCKED, SUSPENDED, LINKED** or **DEACTIVATED** with the account of another person. **Equity** does not call to threaten customers about their accounts.
- ▶ **DO NOT** reply to **SMSs** offering soft loans or informing you that you have won a competition that you did not participate in.

Report any suspicious CALLS or SMS!

Forward that number via SMS to  **333** immediately or **dial 100** from Equitel for free or **0763 000 000** from any network.

**For more information, visit any Equity branch
or Agent near you, or call 0763 000 000.**