



Few Guidelines for **DEBIT / CREDIT FRAUD VICTIMS**

REMEMBER THIS GOLDEN RULE NO MATTER HOW MUCH SLEEPY YOU ARE OR ENGROSSED IN WORK.

"NO BANK WILL EVER ASK FOR YOUR ATM PIN OR OTP OVER THE PHONE"

STILL IN CASE A FRAUD HAS HAPPENED OR YOU HAVE ENDED UP GIVING THE DETAILS THEN HERE ARE THE STEPS FOR RECOVERY :

- 1) CALL THE BANK & DEACTIVATE THE CARD IMMEDIATELY, GET THE THE DETAILS OF ALL THE FRAUD TRANSACTIONS LIKE TRANSACTIONS OR REFERENCE NUMBERS , POINT OF SALE (POS) AS TO WHICH WEBSITE THE CARD WAS USED E.G DIGITAL WALLETS (PAYTM, FREE CHARGE) BILLS PAYMENT (VODAFONE , ELECTRICITY OR OTHER BILLS)
- 2) ASK THE BANK IF THEY GIVE " BANK DISPUTE FORM " THEN FILL THE FORM.
- 3) FILE A POLICE COMPLAINT , IF THE POLICE DOES NOT TAKE AN FIR, FILE A NORMAL POLICE COMPLAINT , SUBMIT THE BANK DISPUTE FORM IN THE POLICE COMPLAINT , INCASE BANK DISPUTE FORM IS NOT THERE. IN THE POLICE COMPLAINT GIVE COMPLETE DETAILS OF THE ALL THE FRAUD TRANSACTIONS AS GIVEN BY THE BANK.
- 4) GET A COPY OF THE POLICE COMPLAINT
- 5) FILE A SEPARATE COMPLAINT TO THE BANK & ALSO SUBMIT THE POLICE COMPLAINT COPY ALONG WITH IT.



GO TO THE POS WEBSITE (DIGITAL WALLETS , PAYMENT WEBSITES) WHERE THE FRAUD TRANSACTIONS HAPPENED INFORM THEM VIA EMAIL & GIVE DETAILS OF THE TRANSACTIONS/REFERENCE NUMBERS & ALSO ATTACH A COPY OF THE POLICE COMPLAINT IN THE EMAIL .

FOR MORE DETAILS VISIT
WWW.SKYNETSECURE.COM/SECURITY_TIPS.HTML
WWW.FACEBOOK.COM/SKYNETSECURE

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