

Account Operations – Do's / Don'ts

1. Whenever submitting an OVD ensure that the purpose for which the OVD is being submitted is duly quoted on the Copies.
2. Never share sensitive information or handover documents to any third party or any person outside the premises. Always handover your documents to the designated official inside the premises or at authorized KIOSKS.
3. Do not open an account on behalf of anyone or allow any transaction for some third party through your account. This can lead to your account being used for fraudulent activities. Report in case approached.
4. Avail digital banking services, nomination facility for your deposits and lockers for more convenience and information.
5. Do inquire about the security strength and measures of your organization.
6. Insist on confirmation slips/ copies such as for account opening, sanction letter, nomination details submitted.
7. Never leave out any fields blank on the forms you are submitting. Fill complete and correct details, avoid cuttings and strike out the fields that are not applicable.
8. Public sharing of identification details can lead to identity theft or breach of privacy. Know when to share a redacted AADHAAR and when and how to share complete details. Confirm from authentic sources which documents to share for availing a particular service.
9. For opening accounts provide phone numbers, email ID whose exclusive access lies with you.

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10. When opening accounts online ensure to access official links only. Check the website is the official one. When receiving links for VKYC via mail ensure the link is from authentic sources using the cyber security guidelines.
11. Periodically update your profile with the bank. In case of no changes, submit a no change declaration.
12. Do update your bank about changes in your profile, address, phone number and email ID.
13. Know that a customer should have a unique customer ID in a Bank. Do not conceal any previous linkages.
14. Prior to availing a service, do not hesitate to inquire the benefits, the charges, risks and terms and conditions. Do your research.
15. Always check if the details updated by the entity are correct and as per the details submitted by you. Check via passbook and digital banking.
16. Do not ignore messages of account being opened in your name or any service being availed in your name. Identity theft is as dangerous as financial theft.