



Fraud Prevention and Awareness

Protecting investors, investing partners, partners and affiliates of Mevarse Bank – Mevarse Finance

Help keep yourself safe from fraud and related attempts

We take security seriously and want you to feel safe and secure while banking with us. As well as the measures we have in place to protect you, there are other things which you can do to help from your end as our user to protect your assets with us. Understanding how to use your information appropriately will hinder fraudsters from getting hold of them or tricking you into taking action on your account.

Always keep our top tips in mind:

- **Never share a Mevarse One Time Passcode or OTP with another person, not even our employee.** OTPs are used to verify online transactions or payments and are entered into your computer or mobile app to complete a transaction. You will never need to give out an OTP, verbally or otherwise, to anyone for any reason and requests to do this will always be fraudulent.
- **Never download software or let anyone remotely log on to your computer or other devices, either during or after a cold call.** Be aware of callers who claim to be able to help with computer or internet related issues and who ask you to follow instructions to help resolve the issue. Fraudsters will try to access your computer or device and then gain access to your online banking and your money.
- **Never enter your online banking details after clicking on a link in an email or text message.** The text or email may appear to come from our bank but the links will send you to a fake website where the details you enter will be captured by a fraudster. We will never send you a link telling you to log on to your online banking for any reason. If you need to log onto your account, you should always enter our full web address, [Mevarsebank.com](https://www.Mevarsebank.com), into your browser.
- **Never transfer or withdraw money out of your account if you are instructed to do so for security reasons.** Fraudsters will call you pretending to be from the police, our fraud department or other legitimate organizations to gain your trust and tell you that your account is at risk of fraud. They will convince you to transfer or withdraw your money to help keep it safe. Mevarse, the police or any other organization will never contact you and ask you to move your money, for any reason.
- **Never set up new or change existing payment details without first verifying the request directly with the person or company you are paying, preferably using existing contact details.** A fraudster could impersonate the person or company you are expecting to pay by sending an email, which will look genuine. They will request an immediate payment or tell you they have changed their account details, meaning you will actually be sending your money to a fraudster.

Along with our top tips, here are some other signs to look out for and how to keep yourself and your assets safe and secure:

- If you ever receive a message with a **One Time Passcode** or **OTP** which you were not expecting, call us immediately as it could be a sign of fraud.
- Make sure the details in your OTP message match the transaction you are completing. If it does not, do not enter the OTP and call us immediately.
- Do not rely on a caller phone number to verify their identity. Fraudsters can spoof a phone number to make you believe it is a genuine call.
- Before transferring your money to an investment make sure you have thoroughly researched the company and checked their details on the companies house registry to confirm authenticity and permission.
- Never log on to your online banking whilst someone else is connected to your device as they may be able to access your accounts and move your money.
- Be aware of others around you when using your account and PIN and always keep your PIN secure.
- Keep your anti-virus security up to date to protect yourself from computer viruses and malware.

- When buying goods online, you should try to avoid paying by bank transfer. Look at the different payment options available that could offer you greater protection, such as a credit or debit card.

Remember, a genuine organization will never rush you into taking action on your account. If you are ever unsure of what you are being asked to do, take your time and do not be rushed.

What we are doing to protect your assets and accounts

We are always monitoring your accounts looking out for any suspicious behavior. If we spot something, we will try and contact you to check whether or not you recognize the transactions. We use an automated system to contact you so we can get in touch as quickly as possible and may contact you by phone, text message or email.

In certain situations or circumstances, we may likely make contact through:

- **Automated phone call.** You will be asked to verify your name and date of birth and then we will read out the transactions we need you to verify. If you do not recognize a transaction you'll be transferred to a member of our security team who'll be able to help you. If we cannot reach you, we may leave a voicemail letting you know we called.
- **Interactive text message.** We will send you a couple of messages. The first is an introductory message to tell you that we need to check some activity with you and that we will send the next message from a different number. We do this so that you can send a response to the message and tell us quickly whether you recognize the transactions. The next message will include the transactions we want to check with you. It will ask if you recognize them and to either reply. We will also give you a number that you can call us on if you prefer.
- **Email.** If we send you an email, this will be to ask you to call us or tell you that we have sent you a text message. We will not include any transaction details or ask you to reply to the email.

On some occasions, we will give you a code in your voicemail or text message to enter into your phone when you call us back. This will not be used for any other purpose and we will never ask you to tell anyone what it is.

Authenticating transactions

Some transactions that you complete online will require additional authentication, for this we may use a One Time Passcode – OTP. When it is needed you will see a prompt on screen asking you to open the app or to enter the code. OTPs will be sent by text message to your registered mobile number. You will receive a new code for every request and you will only be able to use it once. When authenticating your transactions always remember:

- You must never share an OTP with another person, not even with our employee.
- You should only enter an OTP if you have requested the transaction yourself.
- If you receive an OTP message that you are not expecting, please call us immediately.
- We will never ask you to open the app or to enter or disclose an OTP to stop or cancel a fraudulent transaction.

Transaction warning messages

When making a payment from your account we may give you some information about the potential scam risks associated with the type of payment you are making. It's important you pay attention to this information and be honest with us about the reason for your payment, as this could help prevent you from losing your money to a scam.

Are your details correct?

So that we can get in touch with you as quickly as possible and so that you can continue to receive OTPs, it is important to keep your contact details up to date. You can check and update the contact information we hold for you in your dashboard.

Reporting fraud or similar attempts

Please endeavor to contact us as soon as possible:

- If there are transactions on your account that you did not authorise.
- If you think your PIN, password or personal data may have been compromised.
- If you believe you have been a victim of a scam or fraud, or are being targeted.
- If your mobile phone provider has informed you that your SIM has been swapped without your knowledge.

Mertix Bank is putting everything in place to ensure your protection but we cannot do that without your efforts

Mevarse Bank is able to provide literature in alternative formats. The formats available are – large print, braille and audio CD

Mevarse Bank

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