



Avoid Scams through OTP/Response Code

PermataBank realizes that currently there are many types of crimes on behalf of PermataBank. To anticipate this, we always remind and emphasize to customers to always be aware of all types of crime.

Generally, crimes occur when customers are careless, and the most commonly used trick is to use fake phone numbers and create scenarios to gain victims' trust as if they were PermataBank delegates.

After gaining the trust of victims, the offender will launch their scenario. The usual scenario is to inform the victim of suspicious activity on the credit card/savings account/mobile banking. The goal is to make the victim panic & gullible. After that, the perpetrator will instruct the victim to provide confidential data.

Keep in mind that PermataBank never contacts customers to request confidential banking data, including OTP (One Time Password) codes.

When the perpetrator has successfully received the customer's OTP code, that's when they will be able to exploit the victim's credit card/account/mobile banking.

If you get a phone call on behalf of PermataBank, always remember:



PermataTel's official phone numbers are **1500111** & **021-29850611**. These two phone numbers are never used to contact customers.



If you are in a situation where you are forced to pick up an unfamiliar phone number, always be careful and calm. Do not believe anything the scammer says.



Stop the conversation if the caller starts asking for your banking data. Remember, PermataBank never contacts customers and asks for data such as OTP, PIN/MPIN, Credit Card CVV, & other exclusive data.

INGAT 3A!

Amati
Tanda-tandanya

Awasi
Identitasnya

Adukan
Segera!!!

If you get suspicious chats, SMS, calls, or emails on behalf of PermataBank, please contact contact:

 PermataTel 1500-111 |  care@permatabank.co.id

 @PermataCare |  PermataBank, PermataHatiCSR

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