



Never Share OTP/Response Code To Anyone!

Be careful of fraudsters claiming to be PermataBank who request a Response Code/OTP. Remember! The data is for personal use only and must be maintained properly.

Common Modus Operandi:

- 1 Posing as a bank officer with alibis such as; transaction confirmation, blocking funds, program prizes, or other modes via telephone or social media.
- 2 Perpetrators spread the link via fake websites/online shops with promos/prizes to attract victims.
- 3 The perpetrators placed advertisements on the Google page for the PermataBank/ PermataTel Website.

After the perpetrators trick the victim and manage to get the OTP (One Time Passcode)/Response Code, they will be able to exploit the victim's credit card/account/mobile banking or internet banking. Remember! PermataBank never contacts customers to request confidential banking data.

If you receive a call on behalf of PermataBank, remember that:

- 1 PermataTel's official phone numbers are 1500111 and 02129850611. Both are never used to contact customers.
- 2 Always be alert and stay calm. Don't believe when callers inform you about your account activity.
- 3 If you receive a SMS OTP-Response Code text in your phone message inbox, but you do not initiate the transaction, please be vigilant! It is a scam or fraud. Please do not respond to it, never inform it to anyone and delete it. Please report to PermataTel at once to secure your account/ bankcard.
- 4 Stop the conversation if the caller starts asking for your banking data. Remember! PermataBank has never contacted customers and asked for data such as OTP, PIN/MPIN, Card CVV, and other personal data.

Always #Remember3A, **Observe (Amati)** the sign because official PermataBank have a blue verified logo in our official accounts, **Watch (Awasi)** the identity if you get suspicious Chat, Phone call, SMS, or Email, and **Report (Adukan)** immediately if someone is on behalf of PermataBank, you can contact:

 PermataTel 1500-111 dan 021-29850611

 care@permatabank.co.id |  @PermataCare

 @PermataBank |  PermataBank