



LOMBARD

Lombard Bank Malta p.l.c.
www.lombardmalta.com

Head Office: 67 Republic Street Valletta Malta
Tel: +356 25581 117 • mail@lombardmalta.com

Your Safety, Our Priority

Protect Yourself From Scam Attempts!



Know The Bank's Official Websites

- The Lombard Bank website is at www.lombardmalta.com.
- The Lombard Bank Internet Banking Service is accessed from www.lombardmalta.com/en/login.

Check URLs: When accessing the Bank's official websites, look out for the **https://** and padlock icon - fake and fraudulent websites do not usually display these elements.

Common Scam Tactics

Phishing emails: These are fake emails, pretending to be from the Bank, instructing you to click on links so as to then direct you to fake websites intended to steal your personal information, bank account details and passwords.

Therefore:

- **do not** open emails that you are not expecting and where the sender is not known to you;
- **do not** click on links that appear in such emails;
- **exercise caution** with email attachments.

Impersonation calls and messages: Fraudsters may call or message you, posing as e.g Bank staff, a government agency / department or a company you may have visited online or social networking site. These calls or messages are intended to trick you into divulging personal and bank details.

Stay Safe On Your Digital Device

Update your personal digital devices (PC, mobile, etc) with the latest version of the operating system.

Create strong passwords, using a combination of letters, numbers and symbols. Regularly update passwords. Use two-factor authentication when available. Do not give out nor let anyone control your devices. Set different login credentials for different channels.

Other Important Information

Regularly check your accounts and bank statements to ensure that all transactions have in fact been authorised by you and that there are no unexplained transactions.

Check your statements immediately upon receipt, and should you:

- notice an unusual transaction;
- suspect that someone used your account, card or personal details fraudulently;
- feel that you have become the victim of fraud

contact your branch by telephone or in person, keeping note of the Official to whom you spoke.

Please Note!

Lombard Bank will NEVER ask you by telephone or digital message (email, text, messages, social media) to:



- divulge personal information, PIN and / or bank account details;
- divulge and or update login credentials such as usernames and passwords;
- open a link in a message.



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Is-sigurtà tieghek, il-prijorità taghna Ipproteġi lilek innifsek minn tentattivi ta' frodi!



Agħraf il-Websites tal-Bank

- Il-website tal-Lombard Bank tinsab fuq www.lombardmalta.com.
- Is-servizz tal-Internet Banking tal-Lombard Bank huwa disponibbli minn www.lombardmalta.com/en/login.

Iċċekkja l-URLs: Meta ttidhol għol-websites uffiċjali tal-Bank, kun żgur li l-**https://** u s-simbolu tal-katnazz jidhru-websites malizjużi u frawdolenti normalment ma jurux dawn l-elementi.

Tattiċi Komuni ta' Frodi (Scams)

Phishing emails: Dawn huma emails ta' ngann, li jagħtuk x'tifhem li għejjin mill-Bank, bi struzzjonijiet biex tikklikkja fuq links li joħduk fuq websites frawdolenti, maħsuba biss biex jisirqu l-informazzjoni personali tieghek, dettalji tal-kontijiet bankarji u passwords.

Għalhekk:

- tiftaħ emails li ma tkunx qed tistenna u li għejjin minn xi hadd li ma tafx;
- tikklikkja fuq links għol emails;
- uża kawtela meta tircievi attachments ma' emails.

Telefonati u messaġġi diġitali: Frodisti jistgħu iċemplulek jew jibgħatulek messaġġi diġitali, jippożaw bħala per eżempju impjegati tal-Bank, aġenzija/dipartiment tal-Gvern jew kumpanija li tista' tkun zort online jew xi sit ta' media soċjali. Dawn it-telefonati jew messaġġi huma intiżi biex iqarrqu u biex iġġheluk tiżvela dettalji personali u bankarji.

Ipproteġi l-Apparat Diġitali

Aġġorna l-apparat diġitali personali tieghek (PC, mobile, eċċ) bl-aħħar verżjoni tal-operating system.

Oħloq passwords sikuri, billi tuża taħlita ta' ittri, numri u simboli. Aġġorna l-passwords regolarment. Uża two factor authentication meta disponibbli. Thallix lil min jikkontrolla u juża l-apparat diġitali tieghek. Oħloq kredenzjali differenti biex tuża servizzi differenti.

Informazzjoni Importanti Oħra

Iċċekkja regolarment ir-rendikonti tal-kontijiet bankarji tieghek u żgura ruhhekk li t-tranzazzjonijiet kollha kienu awtorizzati minnek u taf x'kienu.

Iċċekkja r-rendikonti tal-kontijiet bankarji tieghek immedjatament li tircievihom, u jekk:

- tinnota tranzazzjoni mhux tas-soltu;
- tissuspetta li xi hadd uża l-kont bankarju, il-card jew id-dettalji personali tieghek b'mod frawdolenti;
- thoss li inti sirt vittma ta' frodi

ikkuntattja il-fergħa tieghek tal-Lombard Bank bit-telefon jew billi żżur xi fergħa tal-Bank. Dejjem zomm nota tal-Uffiċjal li tkun kellimt.

Attent!

Il-Lombard Bank QATT ma jistaqsiq bit-telefon jew messaġġ diġitali (email, sms, messaġġi tal-media soċjali) biex:



- tgħati informazzjoni personali, PIN u/jew dettalji ta' xi kontijiet bankarji jew cards;
- tagġorna kredenzjali bħal usernames u passwords;
- tiftaħ link f'messaġġ.