

MANAGEMENT MESSAGE

Hi Sobat bankjatim, We have important information!

Lately, the mode of fraud in the name of bankjatim is increasingly widespread on social media. The modus of the fraudsters is to **send notifications to customers using fake accounts in the name of bankjatim.**

The fraud notification **contains a link that directs customers to provide customer data and other important information.**

Stay calm and don't panic! We can avoid this. Just use the steps below :

✓ **First Step**

If you receive a notification on social media from a party on behalf of bankjatim, make sure that the account is an official bankjatim account. Because **the official bankjatim social media account only has a blue tick.** So if the notification you receive is not from the official bankjatim account, the next step is really simple, **just ignore it and never click on any link given to you.**

✓ **Second Step**

For all types of complaints and obstacles that you experience in transacting banking services, **we only provide 1 (one) complaint line, namely through the Call Center Info Bank Jatim at 14044.** If you find suspicious activity on social media and have doubts, make sure you only call **14044** to get the answer.

✓ **Third Step**

Bankjatim never asks for customer data such as ATM PIN, ATM card number, Mobile Banking PIN, other personal data or even quiz/prize announcements that require customers to enter certain links. We do this because **your data is a secret** that we must protect together.

✓ **Fourth Step**

If you feel that you have been contacted by fraudsters on behalf of bankjatim and there is confidential information that you have already conveyed, **stay calm and immediately report the matter to the Call Center Info Bank Jatim at 14044.** As a preventive measure, don't forget to **immediately replace your ATM PIN, Your Mobile Banking Password or Internet Banking Password** too.

Let's help us convey this important information to the people around us to be more vigilant, because reminding each other is nice. Together we fight the fraudsters with the 4 powerful steps above.

Hopefully this important information can open the door to goodness for all of us.

Best Regard,

Bank Jatim