



SECURITY TIPS FOR USING E-BANKING

Dear Customer,

To provide convenient and safe electronic banking services, we would like to share few security tips for your attention:

- Please change your PIN regularly and set safe and difficult-to-guess PIN to minimize the risk.
- Use different User ID and PIN for bank and credit card sites. **DO NOT** use the same User ID and PIN for several websites.
- Keep your User ID and PIN private and **NEVER** disclose them to anyone else including our staff nor police.
- Install anti-virus and anti-spyware software and update the software regularly to ensure you have the latest protection.
- Install a personal firewall to prevent unauthorized access and update this regularly to ensure you are covered with the latest protection.
- Install security updates and patches to your operating systems or browsers regularly to protect your operating systems or browsers from known possible security problems.
- **DO NOT** use a common computer in public area (e.g. Cyber Cafe) to login Internet Banking services.
- **If you suspect a website, SMS or email that is not owned or sent by the Bank, leave it immediately and do not follow the instructions or click and open the hyperlinks, attachments or QR codes it provides. We will not contact customers by SMS or email to request customers to provide or validate personal and transactional information such as User ID and PIN, account number, or credit card number and SMS or email one-time password.**
- Beware of bogus calls. Fraudsters may acquire your personal and transactional information by fake voice message calls or pretending our Bank staff.
- Should you have suspicion of any website, SMS, email or phone call, please contact our Bank on (853) 2833 5678 immediately.
- Please download our Bank's mobile apps from official App Store or Google Play by searching for "OCBC Bank Macau".

For details, please visit our security tips for using e-Banking on our website.

OCBC Bank (Macau) Limited

Please do not reply this email.

Should you want to unsubscribe any electronic marketing messages from the Bank, please inform us via written requests on "unsubscribe e-marketing messages". In the request, your bank/credit card account and account no. should be indicated, together with your signature (the one registered at the Bank). You may submit the request to your branches or mail it to Macau P.O Box no. 3087. This service will not incur any cost.

Security Reminder:

OCBC Bank (Macau) Limited will never ask our customers to provide or validate their personal and/or account related information by e-mails or through any hyperlinks embedded in such e-mails. Customers should contact us via our official website.

This message and any attachments are confidential to the ordinary user of the email address to which it was addressed and may also be privileged. If you are not the addressee or you have received this message in error, please contact OCBC Bank (Macau) Limited immediately and delete it from your system and please do not copy, forward, disclose or use any part of it.

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