

SECURITY AWARENESS ALERT & FRAUD REPORTING: PROTECT YOUR ACCOUNT!



URGENT: Protect Your Account Now!

Your financial security is our top priority!

If you notice unauthorised access, unfamiliar trades, or suspicious logins, take action immediately.

WHAT YOU SHOULD DO

- Update your password with strong and unique passwords.
- Regularly perform antivirus scan on devices and ensure operating system and software are up to date.
- Promptly review trading account activities.
- Report immediately to our support team, if you encounter any unauthorised access and trading activities.

WHAT YOU SHOULD AVOID

- Do not share your password with anyone.
- Do not click on suspicious links in emails or messages.
- Do not ignore security alerts.
- Do not reuse passwords.

NEED HELP? CONTACT THE FOLLOWING IMMEDIATELY!

Customer Service (Contact Centre)
Tel: 603-22683023, 603-22683028
Fax: 603-20312895
E-mail: pivbhelpdesk@publicinvestbank.com.my
(Business hours: Monday – Friday, 8.45 a.m. – 5.45 p.m.)

Customer Service (Walk-in)
Level 26, Menara Public Bank 2
No. 78 Jalan Raja Chulan
50200 Kuala Lumpur
(Business hours: Monday – Friday, 8.45 a.m. – 5.45 p.m.)

National Scam Response Centre's 997 hotline (Daily from 8 a.m. to 8 p.m.)

Report to the Police and provide the Police Report to the bank for reference.

Other online security awareness information is also available in PIVB's *eTrade* website with the aim to further inculcate customers' online security awareness.