

Dear Customer,

There are an increasing number of reports that cyber criminals are acting as Government Officials (FBR, SBP, Law Enforcement Agency -Police/FIA, etc.) employing different ways including telephonic calls/SMS/email to gain access to important personal and banking information. Such disclosure of information could lead to unauthorized transactions resulting in financial losses to the customers.

Customers are advised to take precaution and avoid sharing:

- Personal details i.e. date of birth, CNIC number, mother's maiden name, account information, etc.
- Internet/mobile banking user ID and password
- FPIN (Financial Personal Information Number), TPIN (Telephone Personal Information Access Number)
- Debit/Credit Card number ,PIN and CVV

Furthermore, please note that Bank AL Habib will NEVER

- send any email/SMS that would require the customer to download a file from any link
- Call you to ask your personal information.

Please do not respond to any such email/SMS and instead report such suspicious communications to our Contact Center on (92 21) 111-014-014

We recommend regular monitoring/verification of your account balance to ensure your financial safety. Please update your mobile number and email address in your relationship branch in order to receive timely alerts of your account activity.

Yours sincerely

Bank AL Habib Limited