



Keeping
your
account
safe.



We take security seriously.

We do everything we can to keep your account and personal details safe. But criminals are always finding new ways to target victims. So it's important you know the warning signs of fraud and some simple ways to help prevent it.

Look after your personal information

- Don't give money to anyone you don't trust.
The police or your bank would never ask you to transfer funds into a 'safe account'.
- Never give your PIN, Telephone Banking Security Number, card or cheque book to anyone. Even if they say that you've been a victim of fraud.
- Always hide your PIN when you use your card at cash machines and shops.



Take care online

- Keep your computer and mobile device software up to date.
- Never let anyone access your computer remotely when you're logged into online banking.
- Be wary of emails that don't include your name, or which contain spelling mistakes and bad grammar.
- We'll never send you an email asking for your PIN or login details, or direct you to a website asking for this information.
- If you receive an email that says it's from us, but doesn't include your name, the last three characters of your postcode, or the last four digits of your TSB account number, don't click on any of the links and forward it to **emailscams@tsb.co.uk**.

Check people are who they say they are

- Don't speak to cold callers or agree to offers without checking they're genuine.
- If you decide to ring a cold caller back, look up their company's details on the internet rather than calling the number they gave you. Wait ten minutes before calling back, as fraudsters can keep a line open. Ideally, call back from a different device.
- Before you call back, think about what you are being asked to do. Does it sound right to you?

And remember...

- Make sure you keep us up to date with your latest contact details.
- Think, 'Is this too good to be true?' It probably is. So trust your instincts and double-check if you're suspicious.
- If something feels wrong, call the number on your bank card and speak to our fraud team.

Protecting you from fraud.

We want you to feel confident your money is safe. So, if you do experience fraud, you'll have access to a team of dedicated specialists to help you. We also have fraud detection systems, data encryption, and ways of setting up payments securely.

For more information on how we protect you against fraud, visit **tsb.co.uk/fraud-prevention-centre**

Want more help and advice?

Get the latest anti-fraud advice at **tsb.co.uk/fraud-prevention-centre**

Find out more about keeping your money safe at **takefive-stopfraud.org.uk**



How to report suspected fraud.

You can call us on the telephone numbers below or pop to your local branch.

Reporting card fraud	0800 023 4113 Lines are open 24/7. It's quicker to report card fraud in the TSB Mobile Banking App. Just tap 'Chat to us', and type 'fraud' to get started.
Internet Banking, TSB Mobile Banking App or telephone fraud	0800 096 8669 Lines are open 8am – 8pm Monday to Friday, 9am – 5pm Saturday to Sunday.
Lost or stolen cards outside these hours	0800 015 0030 Lines are open 24/7. It's quicker to report a card lost or stolen in the TSB Mobile Banking App. In the app, just select 'Manage cards and PINs' then follow the easy steps.
Suspicious emails, texts and calls	Forward the details to emailscams@tsb.co.uk and please don't reply or click on anything. Let us take it from there.

Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758**, chat to us in our mobile banking app, or visit us in branch.

This information is available in large print, Braille and audio. Ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week).

If you have a hearing or speech impairment you can call us using the National Relay UK service. Type '**18001**' before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit **www.relayuk.bt.com** to read how they manage your data.

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 203 284 1575**. Calls may be monitored or recorded.

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