Dos and Don'ts for the e-banking Customer

Dos:

- Ensure the computer is equipped with latest antivirus packages and the same is upgraded from time to time.
- Install advanced version of Browsers for Internet Browsing for higher security.
- Always type full URL i.e. address of the Internet Banking website. e.g. https://www.bobibanking.com. The URL can be stored in favorites or a link for the same can be created.
- Enter valid credentials for Login/Transaction and Change them frequently
- Destroy Password mailers immediately after Password is changed. Do not write Password anywhere, try to memorize the same.
- Check the amount before making the transaction.
- Know the software. Malicious software (e.g., viruses, worms, Trojan horses, and spyware) often masquerades as legitimate and even useful software. Think carefully before installing or running new software, especially anything unsolicited.
- Check Alert received in registered Mobile of all online transactions. Any suspicious transaction Alert should be reported immediately to barodaconnect@bankofbaroda.com
- Avoid using Internet Banking in Public Domain like Cyber Cafes or where Computers are in shared mode.
- Log off properly every time after online banking session is over. To log off, always select "Log Out" button. Do not close your browser directly by clicking on 'X' button
- If Mobile is lost please contact our toll free numbers (1800 22 33 44/1800 102 44 55/1800 258 44 55) for blocking of internet banking access.
- Check SSL (secured socket layers) https security on login page of bank websites. The 'S' after http represent secured site.
- Avoid accessing your net banking account at a cyber cafe or on a shared computer
- Immediately notify the Bank of unauthorized transaction in account through our contact centre toll free numbers (1800 22 33 44/1800 102 44 55/1800 258 44 55) for blocking of internet banking.
- Tracker ID is required for Beneficiary Registration and sent to registered Mobile No. Never share Tracker ID with any body.
- Never share OTP with any body.
- Use a strong e-banking password i.e. sufficiently long, having upper and lower case letters, numbers and special characters. Password should be changed frequently

Don'ts:

- Don't leave the computer unattended till log out.
- Don't write/store passwords anywhere.
- Don't reveal the password to any one including the bank staff since the bank does not require this information. (Even if any email is received asking for the password and posing as if it has come from higher offices, neglect it, since it can be phishing e- mail).

- Don't respond to e-mails that request personal information. At Bank of Baroda, we never ask for personal details such as User Id, password, One Time Password, Tracker ID, Question & Answers etc. through an email/ phone.
- Don't use name of your spouse, children etc. as a password, since they are very easy to crack. Further, avoid using important dates (wedding anniversary, birthdays of you/ spouse/ children etc.) as password.
- Don't click on submit/Enter button twice in internet banking, wait till the complete page is loaded.