

RBI Cautions Against Frauds In The Name Of KYC Updation

In case of financial cyber frauds, members of public should immediately lodge a complaint on the National Cyber Crime Reporting Portal (www.cybercrime.gov.in) or through cybercrime helpline (1930). Further, in order to safeguard themselves, members of public are encouraged to adopt the following measures:-

Do's

- In the event of receiving any request for KYC updation, directly contact their bank/ financial institution for confirmation/ assistance.
- Obtain contact number/ customer care phone number of the bank/ financial institution only through its official website/ sources.
- Inform their bank/ financial institution immediately in case of any cyber fraud incident.
- Enquire with their bank branch to ascertain available modes/ options for updating KYC details.
- For more details or additional information on the requirements and channels for updation/periodic updation of KYC, please read paragraph 38 of the RBI Master Direction on KYC dated February 25, 2016, as amended from time to time.

Don'ts

- Do not share account login credentials, card information, PINs, passwords, OTPs with anyone.
- Do not share KYC documents or copies of KYC documents with unknown or unidentified individuals or organizations.
- Do not share any sensitive data/ information through unverified/unauthorized websites or applications.
- Do not click on suspicious or unverified links received in mobile or email