

Security awareness guidance for customers

Dear Valued Customer,

Safwa Islamic Bank take a number of steps to help ensure the security of your bank accounts and information, In addition to the strict security measures taken and applied by the bank at electronic services (Safwa Mobile Banking Application, Safwa Internet Banking and Credit Cards Payment Services including ATM transactions), you have a critical and major role to play in protecting the privacy of your account and information.

As a customer, you need to be aware of the following points:

- Safwa Islamic Bank will never send you links through e-mail, text message or through social media, to ask you to provide us or disclose your information, entering your data , access code (Password, Name User) Or your bank account number, Also the bank will never ask you to provide us with your username for the bank's electronic services
- Not to reply to any email or SMS asking for your personal details
- When logging to Safwa Islamic Bank site, look for the Security Certificate before entering the User name & Password. (To view the security certificate, click on the "lock" icon next to the URL if you are using Internet Explorer, Google Chrome, Mozilla Firefox or Safari.)

To protect your account and identity:

- Select a user name and password that are complex and difficult for others to guess.
- Use letters, numbers and special characters [such as !,@, #,\$, %, ^, &,* (,)] in your passwords
- Change your password periodically for your own protection.
- Don't share share/ disclose your login name and password with others.

To protect your financial data:

- Never disclose your personal or payment information, SMS, banking information to unknown persons, even if they claim to be calling from legitimate companies.
- If someone asks you to pay money up-front in order to receive a prize or winnings, it's almost always a scam and the bank will never use this way of getting prizes.
- Never send money or give credit card, online account details, or copies of important personal documents to anyone you don't know or trust.

This is not a comprehensive list of security measures, it is an advisory note issued to increase your security awareness without any liability whatsoever on the Safwa Islamic Bank.

To report an electronic fraud attempt

When receiving any suspicious emails, SMS or calls claiming to be from Safwa Islamic Bank asking you to disclose or update your sensitive account information, you are requested to report the incident to: info@safwabank.com or by calling us on Telephone: +962 6 4602100.

