

Be Aware, Be Vigilant: Protect Yourself

Cayman National takes substantial measures to protect customers' accounts and Online Banking, but online security is a partnership between Cayman National and the customer. Customers can improve the safety and security of online banking and of their own accounts with the below safety tips.



**CAYMAN
NATIONAL**

Online Banking Safety Tips

- I. Be alert to “copycat” websites that may look like a Cayman National website for Online Banking. Ensure access to Online Banking is through **www.caymannational.com** only, and that this address is shown as with “https” instead of “http”, and the padlock icon appears.
- II. Be suspicious of emails purporting to be from Cayman National or other agency which request any banking access credentials such as usernames, passwords, PIN codes and similar information. Cayman National will NEVER request any personal information such as usernames, passwords, date of birth, passport number, phone number information, drivers license, email address etc.
- III. Reconcile all statements (online or on paper) frequently (daily if possible,) and no later than as soon as they arrive to make sure all transactions shown are authorised and correct. Any customer that suspects unauthorised transactions must contact Customer Support immediately.
- IV. Refrain from accessing Online Banking through open and public access points, such as internet cafes, public libraries, etc.

ATM Safety Tips

- I. Protect your PIN and your privacy – shield the ATM keypad with your hand or your body while entering your PIN. Do not give your PIN number to anyone.
- II. Treat your ATM card like cash – Protect your card by keeping it in a safe place and report your card if lost or stolen.
- III. Odd-looking machines – Be wary of anything about the ATM machine that looks out of the ordinary, such as odd-looking equipment or wires attached to the device.
- IV. Report suspicious behaviour – report anything unusual or suspicious to the Police and to Customer Service at the Bank.

In the event you have provided information on your bank account via email, text or a website link, please contact Cayman National Customer Support immediately at 949-8300.

