



Your Security online

Security

We've made security a major priority on the Barclaycard website. To help protect you against fraud we recommend you read through the advice we offer to prevent yourself from becoming a victim. Using the Internet is a safe way to manage your Barclaycard account but you need to be on your guard against Internet fraudsters.

Customer Awareness Tip:

Customers should never handover or surrender their Barclaycard to any third party or person claiming to represent the Bank. Make sure you always destroy the card by cutting across the magnetic stripe into four pieces before disposal.

Help to fight scam e-mails

Every Internet user should know about fraudulent e-mails that appear to be from a well-known company but can put you at risk. Although they can be difficult to spot, they generally ask you to click a link to a spoof website and provide, update or confirm sensitive personal information such as your security/log in details. To attract your attention, they may allude to an urgent or threatening condition concerning your account. Even if you don't provide what they ask for, simply clicking the link could subject you to background installations software or viruses. More information on scam emails.

Have the most current anti-virus software on your home computer

Anti-virus software needs frequent updates to guard against new viruses. Try to download updates as soon as you're notified that they're available.

Install a personal firewall on your home computer

To prevent unauthorised access, this is especially important when connecting to the Internet by cable or digital subscriber line (DSL) modems.



Checking site certificates and about your browser's security

Always check the authenticity of the Barclaycard website by checking its security certificate, which you can do by double-clicking on the padlock symbol on your browser.

Mobile Scam ALERT!

What is Mobile Scam?

A Mobile scam usually begins with a harmless but attractive text message that would encourage the recipient to peruse further on their given instructions for a prize. The message (or sometimes, an advertisement) could also invite you to take part in a trivia competition, with a great prize on offer if you provide information as instructed (mostly personal information like Full Name, DOB, email ID etc) or answer a certain number of questions correctly.

The objectives of the scammers are to slowly take you into confidence and get you to compromise your personal data. Once the data is compromised, the scammers adapt their own avenue towards other frauds like identity theft or lottery frauds.

Examples

Some instances of the message types being sent across to customers via sms:

- **Your Mobile No has won you GBP 200.000 in the 2009 New Year Shell In't Mobile-Draw [PIN#012009]To claim,E-mail your Name & Pin# to E-Mail: claims01@live.co.uk**
- **CONGRATS! YOUHAVE WON GBP 200000.00 IN THE 2009 [SHELL] INT'L MOBILE DRAW. TO CLAIM CONTACT CAPT.JOE, E-MAIL: claims01@live.co.uk.**

Warning Signs:

- You receive a text message offering you the chance to win a prize by sending a return email as instructed or entering a competition or providing personal details.
- The text message may inform you that you have won or could win a prize by participating in a trivia competition over responding on the mail or SMS.
- The SMS normally does not display the sender's details.
- The first text message or the advertisement for the competition does not contain all the terms and conditions.



Protect yourself:

- Always remember the saying : "If it looks too good to be true?it probably is".
- Use your common sense: the offer may be a scam.
- Contact your bank customer service and confirm on any such offers.
- Do not reply to the offers or deals unless you seek clarification from your bank customer service and you are absolutely convinced that it is in your best interest.
- Check your bank account and credit card statements when you get them. If you see a transaction you cannot explain, report it.
- Only give out your personal details and information where it is absolutely necessary and where you have initiated the contact and trust the other party.
- Treat your personal details like you would treat money: don't leave them lying around for others to take.

Customer Service

Need to get in touch with us?
Call us anytime on:

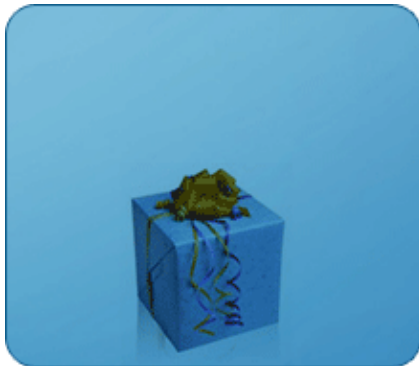
Delhi/NCR 0124-6752222

Mumbai/Pune/Nasik 022-67242222

Rest of India 60004444

Toll free number for
MTNL/BSNL customers 18002337878

Mail us on: service@barclays.com



© Barclaycard 2007