



# PROTECT YOURSELF

1. **Do not share personal information with anyone.** Always verify the identity of the person asking for your financial details. Bank authorities never ask for sensitive information like OTP, CVV through calls, messages or emails.
2. **Avoid clicking links in SMS or emails from unknown sources.** Check the number/email address of the sender, and if unsure ignore/delete the message or verify from reliable sources.
3. **Use software and apps downloaded from genuine sources.** Such as Google Play Store, Windows App Store or Apple Store. This helps to avoid unknowingly download malware through which hackers could steal information.
4. **Review activity on your bank accounts regularly.** Report suspicious transactions to the bank immediately.
5. **Use secure internet connections.** Avoid using public Wi-Fi, hotspots, and networks, for banking transactions.
6. **Be cautious while using card.** Avoid letting cashiers/waiters take your card away from your site. Insist that they use it for payment in your presence.
7. **Use updated operating systems and software for phones/computers.** Update your PC/laptop/mobile including security software to prevent online mishaps.
8. **Use strong, complex passwords and change them regularly.** Use multiple passwords, which are difficult to hack, whilst changing them often.

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## REMEMBER

Ahlibank or any other authority will never ask for your personal or banking details via messages, phone calls or e-mails.

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## REPORT

To report any suspicious fraud incident  
call 4423 2666 or  
e-mail: [report.fraud@ahlibank.com.qa](mailto:report.fraud@ahlibank.com.qa)

# FRAUD AWARENESS

## BEWARE OF

SMS, WhatsApp, Messenger,  
IMO calls/messages,  
direct phone calls or e-mails



Claiming they are from regulatory authorities (like Qatar Post, Banks or any other entities)



Claiming that your Bank Card/Account is blocked



Requesting that a transaction verification is required



Requesting that information/ password updating is required



Claiming that you have won a prize or lottery

## DO NOT SHARE

- Credit/Debit Card Numbers
- Bank Account Numbers
- QID/Passport Numbers
- Credit/Debit Card PIN
- One Time Password (OTP)
- Online Banking Credentials

[ahlibank.com.qa](http://ahlibank.com.qa)  
4420 5222



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