
Monthly Security Tips

PROTECT YOURSELF FROM AUTHORISED PUSH PAYMENT FRAUD



Dear Valued Customer,

At FirstBank UK, your security is our top priority. This month we want to provide you with some tips on how to protect yourself from Authorised Push Payment (APP) fraud. APP fraud occurs when fraudsters trick you into authorising a payment to an account controlled by them.

Here are some key tips to protect yourself:

1. Trust, but Verify

Even if a payment request seems legitimate, verify the details before proceeding. Fraudsters often impersonate trusted contacts or companies to gain your trust

2. Beware of Unsolicited Contact:

Be cautious if you receive unexpected phone calls, emails, or texts asking for payment or personal details. Scammers frequently pretend to be from banks, government bodies, or service providers.

3. Be Cautious with Urgent Requests:

Fraudsters often use urgency to pressure you into making a quick payment over the phone or threaten you with penalties for non-compliance. Take your time to verify the legitimacy of any urgent request.

4. Scrutinise Email and Text Links:

Avoid clicking on links in unsolicited emails or text messages. These may direct you to fake websites designed to steal your personal information. If an email or text message looks suspicious, please delete it immediately

5. Be careful when sharing information online:

Be mindful of sharing of personal information online or on social media.

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PROTECT YOURSELF FROM APPR FRAUD



Here are some additional tips to protect yourself:

6. Report Suspicious Activity Immediately

If you think you have been targeted by a scam or made a payment to a fraudulent account, please contact us immediately. Early reporting can help us act quickly to protect your account.

7. Regularly Review Your Account:

Monitor your bank statements for unusual transactions and report any discrepancies immediately.

By staying vigilant and informed, you can protect yourself from APP fraud.

We are committed to your financial safety and are here to help if you have any concerns.

Thank you for banking with us.
Client Services Group,
FirstBank UK

Contact: clientservicesgroup@fbnbank.co.uk
