

Article Series: Be Protected by Being a Responsible Financial Consumer Online Part 4

As technology in financial services has evolved, so have its risks. Recently, there has been an increase in smartphone malware scams, phishing messages, and online payment fraud in the region and also in Brunei Darussalam. To tackle these cyber threats and protect their customers, financial institutions continue to take steps to strengthen their banking systems and avoid data breaches.

At the same time, consumers like you also play a major role in keeping your personal data safe and in securing your devices. With both financial institutions and consumers working together, we can build a strong defence against the risk of information theft and financial loss, and stay safe online.

In this 4-part series of articles, we share some tips and advice on how to increase protection against digital fraud by being a responsible financial consumer online. This week, we will talk about what to do if you encounter a cyberattack or discover suspicious transactions on your account.

1. Immediately take action

These immediate actions serve as a proactive defence, preventing further unauthorised access and securing your sensitive information:

- Disconnect any compromised devices immediately from the internet (i.e. Wi-Fi, mobile network, LAN, or Bluetooth).
- Use a secure device to change your passwords on all online accounts, especially email accounts and online shopping accounts that are linked to your bank account.

2. Report the suspicious activities

Recognising and promptly responding to any signs of suspicious activities on your financial accounts is crucial to mitigating potential risks. By taking the following steps, you can minimise the risks and protect your financial accounts from further suspicious activities:

- Report to your bank immediately. Use the bank's official hotline, customer complaints centres, or visit your nearest branch.
- Provide all relevant details of suspicious activities to aid in any investigations.
- Report to the police where necessary.

This series is a joint initiative brought to you by:

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