

Protecting your Debit Cards from fraud is essential to safeguard your financial information and assets. Here are some important steps you can take to enhance the security of your cards:

1. Keep Your Cards Secure:

- Always keep your cards in a secure location, such as a wallet or purse, and do not leave them lying around.
- Do not share your card details, PIN, or security code with anyone.
- Use your debit card for contact-less transactions and avoid sharing your debit card physically.

2. Memorize Your PIN:

- Memorize your Personal Identification Number (PIN) and avoid writing it down or sharing it with anyone.

3. Be Cautious with Card Information:

- Be discreet when entering your PIN at ATMs and point-of-sale terminals to prevent others from seeing it.
- Keep changing your card PIN periodically.

4. Regularly Check Your Statements:

- Review your Account Statements regularly for unauthorized or suspicious transactions. Report any discrepancies to Mashreq immediately.

5. Secure Online Shopping:

- Only shop on secure websites with "https://" in the URL and a padlock icon in the address bar.
- Use strong, unique passwords for online accounts associated with your cards.

6. Protect Your Personal Information:

- Be cautious about sharing personal information, such as your identification number (Emirates ID, Passport number), online and offline.
- Shred or securely dispose of financial documents and statements before discarding them.

7. Beware of Phishing Scams:

- Be wary of unsolicited emails, phone calls, or messages asking for your card information. Scammers often use phishing tactics to trick individuals.

8. Use Secure Wi-Fi Networks:

- Avoid making card transactions or accessing sensitive information on public Wi-Fi networks. Use a secure and private network whenever possible.

9. Report Lost or Stolen Cards Immediately:

- If your card is lost or stolen, please log in to the Mashreq Mobile App & block your card through 'Block & Replace'

10. Keep Contact Information Updated:

- Ensure that your bank or card issuer has your current contact information so they can reach you quickly in case of suspicious activity.

By following these steps, you can significantly reduce the risk of debit and Credit Card fraud and better protect your financial assets. Always stay vigilant and proactive in monitoring your accounts for any signs of unauthorized activity.