

# NOTICE

## ONLINE SAFETY

### DEAR VALUED CLIENT:

During this time of heightened concern regarding the spread of the Novel Coronavirus (COVID-19), please be extremely careful of your personal information when using online banking and other automated services. **Individuals would seek to gain access to your Online Banking Account and other personal information by sending fraudulent emails with links to dangerous websites.** These websites, in turn, require you to verify account details by entering your personal or banking data. **Methods of fraudulently acquiring your information include Spoofing, Phishing and Spam.**

We also wish to echo the sentiments of the Bahamas Government and urge you to be careful when searching for information about COVID-19. In an effort to prevent the spread of misinformation and further safeguard from malicious software connected to unauthorized sites, always refer to Government or World Health Organization online platforms for related information.

### Assessing the validity of the Commonwealth Bank communication:

- All valid Commonwealth Bank communications will be sent via: [cbcontact@combankltd.com](mailto:cbcontact@combankltd.com)
- You will always be directed to your Home Branch to provide and/or verify any request for personal information.
- Commonwealth Bank will not send you emails with links to other websites or domains. Please examine any links to ensure that it includes [www.combankltd.com](http://www.combankltd.com).

### Inquiries and/or Reporting Guidance:

- **Fraudulent and/or suspicious messages:** immediately report via email [cbfraud@combankltd.com](mailto:cbfraud@combankltd.com)
- **Credit/Loans inquiries:** via email [customercare@combankltd.com](mailto:customercare@combankltd.com)
- **General Customer inquiries:** via email [cbcontact@combankltd.com](mailto:cbcontact@combankltd.com) (or contact your home branch)



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