

## Important Security Notice

### *Don't*

- Do not access NSB Internet Banking website by clicking on links you may receive via email notifications even if they appear to come from the bank.
- Do not provide your username, password and other account and personal details to any email messages even if they appear to come from the bank.
- Do not write down your passwords in publicly visible places like notebooks, sticky pads etc.
- Do not share your UserID/ Password/ OTP or any security details with **anyone** else (Bank staff do not need your Password or OTP).
- Do not save the password on your PC's browser or any third-party device.
- Do not log into your internet banking account using third party devices apart from your own trusted device.
- Do not enter login credentials in any pop-up window.
- Do not change passwords using any combination of consecutive numbers or letters such as "12345678", "abcdefgh" or adjacent letters on your keyboard such as "qwerty".
- Avoid using passwords which are guessable to people known and unknown to you (name of your child, spouse, pet or your birthday and mobile number etc.)
- Do not log into internet banking and perform online transactions via connecting to any untrusted networks such as public wifi.
- Do not use the same the User ID/ Password that you used at any other application such as social media and emails for NSB Internet Banking web site.

### *Do's*

- Login to the NSB Internet Banking by directly typing the address of the online banking website (**<https://internetbank.nsb.lk/>**) in your web browser.
- Contact Call Center (94) 011 2379379 immediately, if you think that you have been a victim of a scam or any suspicious activity is noticed.
- Change the initial password of the user account given by the bank at the first attempt of your login.
- Include at least eight (8) characters, including a combination of at least one (1) number, one (1) uppercase and lowercase letters in your password.
- Choose a password that is easy for you to remember, but difficult for others to guess.
- Change the password periodically.
- Use private browsing when using third-party untrusted devices to login to Internet Banking.
- Delete cache memory and history as soon as you logged-out from the Internet Banking site.

-National Savings Bank-