Cyber Security

Beware Of New Android/IOS Malware

In today's digital world, everyday new type of viruses/malwares are being developed by hackers.

Your mobile device can be protected by following simple steps:

- Download Adroit apps only from trusted source like Google Play Store & App Store
- Install Antivirus and keep it updated
- Do Not Open links and attachments from unknown senders

Fake Helpline Numbers

Internet may lead you to fake helpline numbers.

- Information available on the internet is not always reliable
- It is advisable to cross-check the information before taking any action otherwise you could lose your hard earned money.
- Helpline number obtained through searching on internet may not be genuine.

How to Avoid Fake Call Frauds?

Helpline numbers online are not genuine. You must visit the official website of Adroit Financial Services Pvt Ltd for contact details https://www.adroitfinancial.com

- Never provide your personal details to anyone over the call. Adroit will never ask you to provide your credentials over the phone. Don't fall in the trap of such fraudsters.
- If in doubt, call the Adroit customer care number 0120-6826800 or mail us at customercare@adroitfinancial.com

Phishing Newsletter

Phishing is one of the fastest rising cybersecurity threats worldwide. This technique uses electronic communication - email, telephone or text message to lure individuals into revealing their sensitive information.

- Fraudsters pose as Adroit officials and send out emails with an attached link, urging customers to verify or update their account data.
- The link directs the customer to a fake website with a web form to fill in their personal information.
- Information so acquired is then used to conduct fraudulent transactions on the customer's account.

MOBILE APP

Secure And Safe Adroit Apps

Adroit brings you a modern, intuitive trading experience, with same security you are familiar with.

Security features of the Adroit App**:**

- Secure access to your account through Customer ID and password and 2FA.
- In case of a theft/lost phone, your account information is safe as it is not stored on phone/SIM. All account information is 128-bit SSL protected.

BEWARE OF FRAUDS

Know how you can protect yourself from fraud .The best way to keep yourself protected against fraud is to stay vigilant. Here's a list of the different kinds of frauds and scams, and how to identify and protect yourself from them.

Identity Theft

A fraud could leave you without any funds in a matter of minutes! Identity Theft occurs when someone wrongfully uses your personal information to obtain services in your name

- Fraudsters call you, posing as Adroit employees.
- Never share any personal or sensitive information over a call.
- Update your records whenever you change your contact numbers, address or email ID.

Smishing

Smishing is a type of fraud that uses mobile phone text messages to lure victims into calling back on a fraudulent phone number, visiting fraudulent websites or downloading malicious content via phone or web.

- Never share your personal or financial information via SMS.
- Do not follow instructions that you receive in an SMS from an untrusted source.
- If you receive any urgent communication asking for personal information, call and confirm call the Adroit customer care number <u>0120-6826800</u> or mail us at <u>customercare@adroitfinancial.com</u>

Phishing

What do you do when you come across emails that seem suspicious?

Phishing is a type of fraud that involves stealing personal information such as Customer ID, password etc. through emails that appear to be from a legitimate source.

Nowadays, phishers also use phone (voice phishing) and SMS (Smishing).

- Verify the URL of the webpage. Check if the website address contains 'https://', which means your communication with the site is secure.
- Check the padlock symbol. This depicts the existence of a security certificate, also called the digital certificate for that website.
- Establish the authenticity of the website by verifying its digital certificate.

Vishing

Vishing is one such attempt where fraudsters try to seek your personal information like Customer ID, password through a phone call

- Destroy any piece of paper that contains your login and password.
- Never share your personal information with a stranger or any third party.
- If in doubt, call the Adroit customer care number 0120-6826800 or mail us at customercare@adroitfinancial.com

Security Measures

We provide our customers the highest levels of security when they transact with us.

Our security measures are designed to keep you protected.

Sessions security

Sessions security prevents interception

- 128-bit encryption protects your session with the Adroit webpage.
- Your communication cannot be intercepted by anyone over the internet.
- Automatic time out of a customer's login session after some idle time, to protect against misuse.

Systems Security

Safeguarded by state-of-the-art technology

- Computer systems are protected by firewalls, intrusion detection and anti-malware programs.
- Robust processes, skilled people and competent service providers monitor the security.