

CAUTION NOTICE – BEWARE OF FRAUD LOANS / OFFERS

It has come to the notice of Tripura Gramin Bank that, some fraudsters are approaching customers with Loan Offers from Tripura Gramin Bank.

Reported Modus Operandi: The fraudster approached the customer from over WhatsApp from mobile number +XX XXXXXXXXXX and informed that his loan has been sanctioned from Tripura Gramin Bank and to avail the loan he needs to deposit the processing fees first. He then sends a fake sanction letter with link with demand for deposit the so-called processing fees.

Tripura Gramin Bank cautions all the customers to beware from such attempts from the fraudsters as TGB does not offer, sanction, disburse or demand any fee through WhatsApp.

GENERAL PUBLIC & CUSTOMERS ARE HEREBY CAUTIONED:

- (i) To exercise caution against fraudsters who may use fake email IDs, fake profiles on social media (WhatsApp, Facebook etc.) domains, websites, telephones and advertisements in newspapers/magazines, etc. by impersonating themselves to be from Tripura Gramin Bank and claim to be offering loans at lower rates of interest, collect customer account details, ask for advance money to process loans, etc.
- (ii) Tripura Gramin Bank has a thorough process for reviewing any prospective loan applications and follows all regulatory guidelines in its processes;
- (iii) Tripura Gramin Bank or any of its representatives do/ will NOT call for any advance payment of money from any of its prospects/customers, prior to sanctioning the loan or for enabling Moratorium offers;
- (iv) Tripura Gramin Bank or any of its representatives would NOT ask for any OTP or PIN to process the loan etc. You are obliged NOT to share OTP/ PIN with any person or authorizing UPI requests in wallets, received from unknown sources, as the same may lead to a fraud, through which, money may be debited from your Bank account and credited to fraudster's account
- (v) Tripura Gramin Bank's email ID contains "@tripuragraminbank.co.in" ALONE and does NOT contain any other domain name such as Outlook/Gmail/Yahoo/Rediff etc., or in any other form.
- (vi) To exercise caution against fraudsters luring with fictitious offers by calling from unidentified phone numbers, fake email ids, fake website/ social media channels/ domain and/ or through any other physical or electronic medium and styling themselves to be employee/ representative of Tripura Gramin Bank. Before dealing with such fraudsters and/or responding/accessing any fraudulent advertisements, telephone calls, emails and website, to protect themselves against any fraud and criminal acts of the perpetrators, you are advised to act responsibly and are solely obliged to verify:
 - (a) by reaching out to Official customer care number of Tripura Gramin Bank at 1800 180 7777
 - (b) the genuineness of such claims from the Company's official website at <https://www.tripuragraminbank.org>

Customers, General Public and prospective customers are also advised to immediately report any suspicious incident and/or incident of defrauding of money as a result of these fraudulent acts and practices to the authorities in their jurisdiction, i.e., the Police and the Telecommunications regulator, including the Cyber Crime Cell.

Please note that any person dealing with such fraudsters will be dealing at his/her own risk and responsibility. Tripura Gramin Bank will not be responsible for any loss suffered or otherwise in this respect.

Tripura Gramin Bank