



Tips on how to secure your ATM card and PIN

To report a loss or stolen ATM card

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1. Immediately change the ATM PIN using Yuanta Savings Bank (YSB) ATM upon receipt of PIN mailer. Make sure that the PIN mailer is properly sealed/not tampered upon receipt.
2. Sign at the signature panel of your YSB ATM card.
3. Memorize your PIN and never write down your PIN especially at the back of your ATM card or a piece of paper you keep inside your purse or wallet.
4. Refrain from using personal information as your PIN (e.g. Date of Birth).
5. Do not share your PIN with anyone.
6. Avoid giving or entrusting your ATM card and PIN to others.
7. Never allow anyone to enter your PIN for you, even if they are trying to help with the transaction.
8. Be aware of your surroundings when entering your PIN to authorize a transaction. Look around to make sure no one suspicious is waiting nearby or is closely beside or behind you. If you are withdrawing at night, avoid ATMs in dark or poorly-lit areas.
9. Make it a habit to check the ATM Machine if it has been tampered with. Some scammers use skimming devices to copy your ATM PIN and card data so they can create a duplicate and withdraw your money using a new card.
10. Do not share your ATM card information via email, SMS or messaging apps.
11. Report loss or theft immediately. If your card is lost or stolen, or if the machine keeps your card, contact your bank as soon as you can. The faster you report it, the better you are protected from possible fraud or unauthorized use.

