

Security Tips for Customers

1. Securing your belongs

- When shopping do not leave your bag or valuables (eg Cell phones) unattended.
 - Do not leave these possession in your trolley while shopping
 - When trying on clothes make sure your belongs are secure
 - Do not leave valuables such as cell phone or lap tops in plain view in your motor vehicle when the vehicle is unattended
 - Ensure that you have control over your bag and valuables at all times and when paying for goods or processing money at a bank make sure that you do not place your bag on a counter and leave it unattended. Be aware of strangers who may try to distract you.

2. Be alert when drawing money

- When drawing money from ATMs:
 - Scan the area for suspicious activity/people before approaching the ATM
 - Remain aware of your surroundings and do not allow anyone to distract you while doing your transactions.
 - Use ATM's that you are familiar with and that are situated in well lit areas, where you are visible and safe.
 - Have your card ready in your hand before you approach the ATM to avoid opening your handbag/purse/wallet while waiting in the queue.
 - Be cautious of strangers trying to help you as they could be trying to distract you to get you card or pin details.
 - Don t force your card into the slot as it might have been tampered with.
- **When drawing large amounts of money from the bank**
 - Make sure you have made security arrangements
 - Be aware of suspicious people/vehicles while en-route
 - Do not advertise that you are going to the bank

3. Protect your information

- Protect your ATM Pin number
 - Do not use guessable pin numbers such as your birth date, and change it often.
 - Memorise your Pin number and never write it down or share it with anyone.

- Don't let anyone stand too close to you in order to keep both your pin and card safe.
- Shield the keypad when entering your Pin to ensure that no one can see it.
- Your Pin number is your personal key to secure banking and it is crucial to keep it that way
- During this busy season credit card fraud will increase
 - Sign your card as soon as you receive it.
 - Never let you card out of you sight when paying for goods or services
 - Ensure that you get your own card back after every purchase.
 - Never write down your pin or disclose it to anyone.
 - Review you account statements as soon as you receive them.
 - Report lost or stolen cards immediately.

4. Report suspicious behavior

- By reporting suspicious activity you can lower the risk of incidents
 - If you observe suspicious activity/persons, report it to the shopping centre security or SAPS immediately.

5. Be alert when you leave a shopping centre

- Common sense is always the best defence
 - Have car keys in hand before you get to your car. When you return to your car, be aware of your surroundings.
 - Let your family and friends know of your shopping plans and when you will be coming home.
 - Beware of strangers approaching you for any reason. Any time of the year, con artists may try various methods to distract you.
 - Keep all shopping parcels and other valuables out of sight.
 - Be aware of occupied vehicles parked near your home - the occupants might be staking out the area.
 - Don't approach your empty vehicle if a suspicious-looking person is hanging around in the vicinity.
 - When leaving a shopping centre or any other public place be alert and check to see you are not being followed.
 - If you suspect you are being followed do not drive directly home but drive to the nearest police station

