



STATE BANKS' STAFF UNION (KARNATAKA)

[Registered under the Trade Union Act [Regd. No.DRT (B II) 6/83-84]

[(AFFILIATED TO ALL INDIA STATE BANK OF INDIA STAFF FEDERATION(AISBISF)]

AN AFFILIATE OF NATIONAL CONFEDERATION OF BANK EMPLOYEES(NCBE)

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All Correspondence to be addressed to the General Secretary

Visit FTP No.10.200.0.88

CIRCULAR No. 05 /2022- 2025

Date : 18.04.2022

TO : UNITS/MEMBERS

Dear Comrades,

PREVENTIVE VIGILANCE MEASURES

PROHIBITION OF FINANCIAL TRANSACTION ON THE BASIS OF E-MAIL FOR NON- NRI CUSTOMERS

We reproduce hereunder the instructions received on the captioned subject, vide Corporate Centre letter No R&DB/BOD/DKR/576 dated 25.03.2022.

"Recently Vigilance Department has advised that they are receiving multiple cases, where NEFT transactions are being executed based on email/ email containing scanned attachments/ Telephonic requests leading to frauds. Such incidents result into not only Financial/ Reputational loss to the Bank, but also Staff Accountability which affects Staff Morale/ Career aspects.

2. *In this connection, we reiterate instructions issued vide e-circular No. NBG/BOD-FMC/85/2013-14 dated 9th January 2014 on prohibition of financial transactions based on e-mail as under:*

"Branches should not carry out any financial transactions requested by Non-NRI customers too through e-mail even if the request is made by a letter scanned as an attachment".

All members are advised to follow the above instructions meticulously without fail in the interest of the Bank/Customers and yourself. Any deviations from the laid down procedures may lead to Disciplinary actions in addition to monetary loss to all concerned.

With regards,

Yours comradely,

**M-RAVIKUMAR
GENERAL SECRETARY**