

Arim
CMC/mb/18
18/6/2018

Indian Banks' Association

PS&RT/websites/5300

08/06/2018

The Chief Executives of All Member Banks

Sir/Madam,

Misuse of Logos of commercial banks by fraudulent websites

Indian Banks' Association / United Bank of India MD & CEO	
03 JUN 2018	E.D.
Gm (History)	ACTION

IBA has received communication from RBI mentioning that complaints have been received from public against various entities which operate web-sites (names as onlinecsp, bankacsp, apnacsp, bankmitra etc) and contact public promising to enlist them as Customer Service Points (CSPs) of different commercial banks. The websites display the logos of various prominent commercial banks and images of their customer service points. These entities collect varying amounts from the persons interested to open CSP and subsequently dupe them. Similar complaints have been received from West Bengal, Karnataka, Jharkhand, Uttar Pradesh, Maharashtra, Bihar etc. It may be mentioned that the entities which operate these websites are unincorporated bodies and are not registered with RBI as NBFCs.

2. It is understood that commercial banks do not have a provision for online sourcing of application for allotment of CSP to general public. The general public is, therefore, being cheated in the name of banks through this novel modus operandi by the fraudsters which leverages on the system of banking correspondents which many banks use to deliver banking services.

3. We request you to please put suitably notice on your website cautioning the public against such unauthorised claims by fraudsters to represent the bank. You may also consider taking steps like sending SMS, emails and other available modes of publicity to educate public at large so as to prevent their falling prey to such type of frauds. You are also requested to take necessary steps to mitigate the associated reputational risk in such matters.

Yours faithfully,

(Signature)
 (B. Raj Kumar)
 Deputy Chief Executive

A copy of reply/Compliance may please be uploaded in letter tracking or be sent to MD's secretariat by mail or otherwise.