

## PREVENT FRAUD – STAY SAFE WITH THESE TIPS!

### 1. Identify Fraud

- Look out for **unusual transactions**.
- Be cautious of **phishing emails** or suspicious calls/texts.
- Verify websites and apps before sharing personal details.

### 2. Report Fraud Immediately

- **Hotline:** (+250) 788 149 680
- **Email:** [whistblowingrw@gtbank.com](mailto:whistblowingrw@gtbank.com)
- **In-Person:** Speak to the Branch Manager

### 3. Our Fraud Management Protocols

- **We Act Fast!**  
Once reported, we block your account or card to prevent further loss.
- **Investigation Ongoing:** We investigate all claims and keep you updated.
- **Work with Law Enforcement:** We collaborate to recover lost funds and prevent future incidents.

### 4. Reimbursement Procedure

- **Eligible for Reimbursement?**  
Timely reports and verified fraud claims are eligible for reimbursement.
- **Timeline:** Typically processed within 15 business days.

### 5. Protect Yourself Today!

- Use **strong passwords** and **enable 2FA**.
- Monitor your accounts for unusual activity.
- **Don't share** your PIN, OTP, or Passwords