



Dear Client,

**Subject: Important Alert: Heightened Cyber Fraud and Phishing Threats**

We hope this message finds you well. The security of your financial assets and personal information is of paramount importance to us at Alpha Bank London. We are writing to inform you about a concerning trend that has been observed in the realm of cybercrime – an increase in cyber fraud and phishing attacks targeting individuals like you.

In recent times, there has been a surge in sophisticated cyber-attacks aimed at gaining unauthorized access to sensitive data, including account credentials and personal information. Cyber criminals are employing increasingly convincing tactics to deceive individuals into revealing confidential information, such as usernames, passwords, and verification codes. These fraudulent activities, commonly known as phishing attacks, can occur through various channels, including emails, text messages, phone calls, and even fake websites.

To ensure your continued safety, we urge you to remain vigilant and adopt the following best practices:

- 1. Verify Requests:** Be cautious when you receive unsolicited requests for personal information or sensitive data. Always verify the legitimacy of such requests through official channels before sharing any information.
- 2. Secure Communication:** Ensure that any communication from Alpha Bank London uses official email addresses and phone numbers. Do not click on suspicious links or download attachments from unknown sources.
- 3. Strong Passwords:** Where you have online accounts with other service providers, use strong, unique passwords for your online accounts. Avoid using easily guessable information such as birthdates or names. Regularly update your passwords and consider enabling multi-factor authentication (MFA) whenever possible.
- 4. Stay Informed:** Keep yourself informed about the latest cyber threats and security practices.
- 5. Report Suspicious Activity:** If you suspect any fraudulent or suspicious activity related to your Alpha Bank London accounts, please contact your Relationship manager or our dedicated customer service team at +44 (0)207 322 6767 or forward any suspicious emails to [info@alpha-bank.co.uk](mailto:info@alpha-bank.co.uk) for further investigation.

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6. **Educate Yourself:** Familiarize yourself with common phishing tactics. Remember that Alpha Bank London will never ask for your sensitive information through email, text, or phone calls.

7. **Protect Your Devices:** Keep your devices updated with the latest security patches and use reputable antivirus and anti-malware software.

Your security is our top priority, and we are committed to taking all necessary measures to safeguard your financial well-being. By remaining vigilant and practicing these precautions, you can help us mitigate the risks associated with cyber fraud and phishing attacks. If you receive any suspicious correspondence or have any concerns, please contact your Relationship Manager.

Thank you for your trust in Alpha Bank London. If you have any concerns or questions, please don't hesitate to contact us. Together, we can ensure a secure banking experience for you.

Sincerely,



Marc Harris  
Chief Operating Officer  
Alpha Bank London