



जोगिन्द्रा केन्द्रीय सहकारी बँक मर्यादित
मुख्य कार्यालय: राजगढ़ रोड, सोलन, हि.प.
Jogindra Central Cooperative Bank Ltd.
Head Office: Rajgarh Road, Solan H.P.
Phone: 01792-220305, 225690
Website: www.jccb.co.in

100
Years of
Honour & Trust

NOTICE

Cyber Incident Response/Cyber Crisis Management Plan/ C-SOC centre

Dear Customer's,

In the era of digitization, so many services has been deployed time to time in the banking sector, the usage of this digitization services directly or indirectly to some extend invited the incidences of cyber attacks in the banking sector daily. Thus, time to time add-on and upgrading precaution security awareness also required so that incidences of receiving outrage of critical IT systems, any cyber security incidence, theft or loss of information and outrage of infrastructure can be control to some extend, hence suggested as:

- 1) Use anti phishing tool at user browser.
- 2) Keep an eye on card during usage.
- 3) Check sms message after transaction to verify the amount.
- 4) Do not share passwords, PIN, OTPs, CVV , UPI, Mobile Banking PIN
- 5) Never store credential on phone.
- 6) Avoid sharing card and card details with others.
- 7) Use only verified and trusted browsers.

Further, for any type of cyber incident/ Recovery From Cyber -Incident, the customers can submit the Cyber incident / Cyber fraud detail to connected Branch Manager/ Office and can also report at H.O of the Bank at Solan as per below mentioned escalation matrix.

Help Level	Name of the Contact Person	Contact No.
Help Desk	Mr. Rajeev Thakur, Executive Assistant	98165-92265, 01792-221151
Level -1	Mr. Kailash Sharma, Assistant Manager	98172-57670
Level -2	Mr. Pankaj Thakur, Assistant Manager IT	98170-82105
Level -3	Mr. Bharat Bhushan, Incharge IT	70189-49955
Level -4	Top Management	01792-220305

Managing Director


30.11.2023