



COMMUNIQUE

Fraudulent MauBank Profiles and Online Scams

MauBank Ltd wishes to alert its customers and the general public of fraudulent content currently circulating on social media platforms, falsely claiming to represent the Bank, and promote loan facilities in MauBank's name.

Misleading videos and messages using MauBank's branding and name, advertising fake loan offers, and directing individuals to unofficial WhatsApp contacts and other unauthorised communication channels have been sighted.

These deceptive practices are designed to scam individuals into sharing personal banking information and may expose members of the public to financial fraud or unauthorised transactions.

MauBank strongly condemns these malicious attempts, and reiterates that such communications do not originate from the institution.

What to Watch Out For:

- Videos or posts falsely advertising loan approvals or financing offers in MauBank's name
- Unauthorised use of MauBank's logo, images, premises or branding materials
- Messages requesting customers to contact unofficial WhatsApp numbers or social media accounts
- Offers promoting unusually low interest rates, unrealistic returns or guaranteed loan approvals
- Requests for personal, confidential or banking information through unofficial channels
- Suspicious links redirecting users to unofficial websites or online forms
- Messages containing spelling mistakes, urgent requests or attempts to bypass normal banking procedures

Stay Safe – Important Security Reminders:

MauBank will never request confidential or personal information such as usernames, passwords, PIN codes or OTPs through social media platforms, WhatsApp messages, SMS or phone calls.

Customers are strongly advised to remain vigilant and verify the identity and authenticity of any individual, message, page or platform claiming to represent MauBank before taking any action or sharing information.

All official information, updates and promotions are communicated exclusively through MauBank's verified channels:

- MauBank Business Centres
- Contact Centre
- Website: www.maubank.mu
- Official pages on Facebook, LinkedIn, Instagram and TikTok

How You Can Protect Yourself:

- Remain vigilant when viewing social media advertisements or messages claiming to be from MauBank
- Verify the authenticity of the source before engaging
- Avoid sharing any information
- Never disclose personal or financial information through unverified platforms or contacts
- Avoid interacting with suspicious WhatsApp numbers, links, attachments or unofficial pages
- Be cautious of messages creating urgency or requesting immediate transfers or action
- Follow normal banking verification and security procedures at all times
- Avoid interacting with suspicious WhatsApp numbers, links or unofficial pages
- Report fake accounts, videos or messages directly to the relevant social media platform and inform MauBank immediately

If in Doubt:

To report suspicious content or verify the authenticity of any communication, please contact MauBank on 405 9400 or email: info@maubank.mu.

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