



Protecting your personal and financial data

At Rothschild & Co, protecting your personal and financial data is our highest priority.

With the rise in sophisticated cybercrime and fraudulent activity, we have outlined some important safety tips below to help you stay protected.



Essential Tips

Beware of Fraudulent Requests

Rothschild & Co will never send you a code to reverse or stop a transaction. We will also never ask you to move your money to a 'safe' account.

Monitor Your Transactions

Regularly review transactions on your bank accounts. You can do this anytime, anywhere with Mobile and Internet Banking.

Protect Your Personal Information

Be cautious of requests from unfamiliar parties asking for copies of your identity documents, proof of address, or any other personal information.

Limit Sharing on Social Media

Do not share personal or sensitive information on social media platforms; criminals can use this to profile you and steal your identity.

Stay Alert to Urgent Requests

Fraudsters often try to convince you that urgent action is required, such as claiming your account will be closed or you will lose your money if you don't act immediately.

Verify Communications

If you feel unsure about any communications, either online or over the phone, remember these top tips:

1. Remain calm;
2. Take your time to think over any questions or requests you are unsure of;
3. Check the authenticity of the contact;
4. If you receive a text message or email asking you to contact us, always use our published phone number or email address, or make direct contact with your designated Account Executive at Rothschild & Co. Bank International Ltd.



Online Tips

Create Strong Passwords and Keep Login Details Confidential

Use a unique passphrase or a combination of unrelated words for your passwords. Make sure your email password is completely different from other accounts as your email account can be used to reset passwords in other systems. Never write down or share your passwords, Mobile Banking, or Internet Banking login details with anyone.

Enable Two-Factor Authentication (2FA)

Where possible, secure your online accounts, including email, by opting for 2FA.

Avoid Remote Access Software

Do not download software that allows third-party remote access to your personal devices. Rothschild & Co will never request this.

Use Secure Networks

Avoid joining unsecured Wi-Fi networks and refrain from logging into online banking on public computers.

Be Cautious with Emails

Do not respond to unfamiliar or unsolicited emails, and avoid clicking on unknown attachments or links.

Keep Software Updated

Ensure your personal computers and digital devices have the latest operating system versions and update your anti-virus/malware protection software as recommended by your provider.



Payment Card Tips

Safeguard Your Bank Cards

Always keep your bank cards in a secure place and do not share your card number, PIN, or any other details with others. Never let anyone take your card away to process a transaction.

Protect Your Online Transactions

Rothschild & Co uses Verified by Visa to secure your online card transactions. Never share your One Time Passcode (OTP) with anyone, even if they claim to be from 'your bank' or 'the fraud team'; we will never ask for this information.

Card Blocking

Our debit and charge cards can be blocked via our CardAssist mobile app or by calling +44 1481 705000 (available 24/7).

If you have any questions, please contact:

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