

Password Policy:

- Password length should be of minimum 8 characters and maximum 10 characters and should start with Upper Case with at least 1 lower case, 1 upper case, 1 numeric and 1 special character. Special characters like **<&Space\\ /?.,>** are not allowed.
- Repeating/sequential values in password are not allowed.
- Last 3 passwords are not allowed.
- The password needs to be changed mandatorily after every 90 days and user will start getting the reminders 10 days before password expiry date.
- Three times wrong password will lock the account and user has to raise the ticket through bank branch to unlock the same.

Security Tips:

- Never disclose your Internet Banking password to anyone and change it regularly
- Do not access your Internet Banking account from a cyber cafe or a shared computer. However, if you happen to do so, change your passwords from your own computer.
- Do not give your account information to telemarketers or to callers claiming to confirm or verify your account information. Bank never makes such calls to share such information on the phone.
- Never respond to emails that request personal information. Jana Bank will not send any requests asking you to disclose your passwords, PINs, OTP or other personal or financial information.
- Always remember to log off from Internet Banking section and close your browser when you have finished your online banking.
- Always use strong, alphanumeric passwords, which cannot be guessed easily and for multiple accounts, use different passwords and do not write them down.
- Always check the last login to your Internet Banking account to ensure that there has been no unauthorised login attempt to your account.
- Do not use passwords that are obvious, like your name/nickname, names of your family members, your address, phone number, or any other information that a thief might find in your purse or wallet.
- Do not use the same password as the one which you use to log in to your computer or access your email.
- Do not provide remote access of your device to any person including any bank employee, as it may cause unauthorised access to your confidential documents or banking application present in that device.