

Beware of Email Scams

We have been informed that some members of the public have received phishing emails from scammers, with the subject “Important Information Regarding Your NBD Account(s)”.

We take information security very seriously and ask that you are also vigilant in order to protect yourself and prevent fraud.

Please remember that the National Bank of Dominica Ltd. will never ask you for your personal or financial information or to update your account through email, text, or unsolicited calls.

Here are a few precautions you can take if you have received any unsolicited emails:

- Verify the sender’s identity before replying to email requests and before opening attachments or clicking on links, even if they appear to come from a legitimate source.
- If you suspect that you have received a fraudulent email,
 - Do not click on any links within the body of the email.
 - Do not open attachments.
 - Do not call any telephone numbers listed in the emails. They are likely cloned numbers to look like a legitimate sender.
- At no time should you provide your personal or online banking information via email
- Delete the email

Below is an example of a fraudulent email

From: National Bank of Dominica Ltd <e-alerts@nbd.dm>
Sent: Saturday, February 13, 2021 11:54 AM
To: [REDACTED]
Subject: Important Information Regarding Your NBD Account(s)

Dear Valued Client,

We are writing to update you on our migration to our new online banking platform. Our logs are showing that you haven't fully completed the processes in our "New Platform" Please ensure that you've fully completed the processes, and updated all devices that you use to access your account now to prevent deactivation. Please kindly logon below to complete process and secure your account immediately:

[NBD Online User Client Protection](#)

Malicious Link redirecting customers to fake website!

To ensure that all our clients are settled on the new platform and are comfortable using its features. We will therefore be deactivating access to the old platform.

Thank you for taking the journey to our new platform with us . We know you will be pleased with the increased functionality and enhanced features this new platform will bring.

National Bank of Dominica Ltd.
Address: 64 Hillsborough Street | Roseau | Commonwealth of Dominica
Office: | Mobile: | Fax:
E-Mail: e-alerts@nbd.dm
Web: www.nbdominica.com

If you receive a suspicious email purporting to be from the National Bank of Dominica Ltd., notify NBD by forwarding it to fraud_reporting@nbdominica.com or contact us at 767-255-2300.