

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.