

Employee Benefits Division (EBD)
Human Resources Department, Central Office

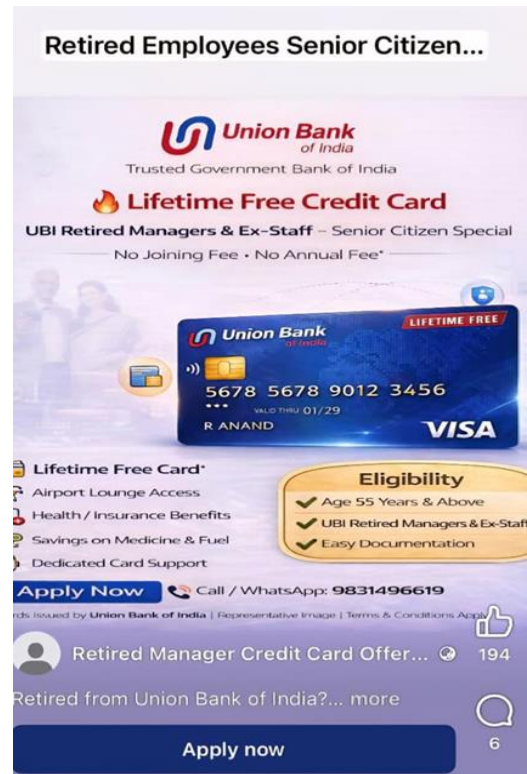
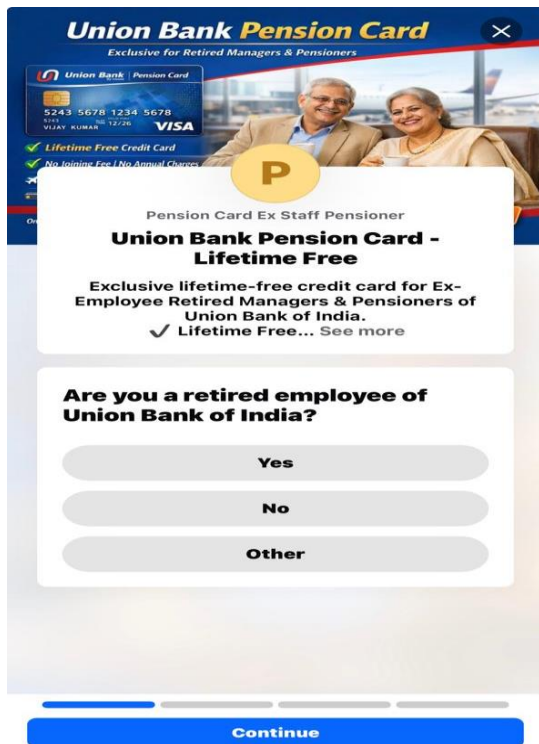
Staff Circular No: 101757-2026

18 February 2026

To: All Branches/Offices

Advisory to Staff Pensioners / Retirees - Beware of fraudulent SMS/WhatsApp messages, emails, and fake advertisements on social media platforms

It has come to our notice that pensioners and retirees are being targeted through fraudulent calls, messages, emails, and fake advertisements on social media by persons impersonating the Bank. In particular, a fraudulent advertisement titled “Union Bank Pension Card - Lifetime Free Credit Card” as shown below, is being widely circulated on social media platforms



The Bank does not offer any such product and has not issued any such advertisement. Pensioners / Retirees are advised to remain vigilant and beware of such communications, and to rely only on official communications issued by the Bank.

Important Advisory

Pensioners/retirees are strictly advised to note the following:

1. **The Bank never ask for OTPs, PINs, passwords, CVV numbers, or full card details** over phone, SMS, email, or social media.
2. **Do not click on unknown or suspicious links** received through messages, emails, or social media posts.
3. **Do not download applications** or share screen access at the request of unknown callers.
4. **Do not rely on advertisements or messages circulated on social media** claiming special pension benefits, arrears, or investments.
5. Immediately disconnect calls that appear suspicious and **do not engage further**.

Authentic Sources of Information

- Official website of the Bank: www.unionbankofindia.bank.in
- Official branch communications or letters/Circular issued by the Bank
- Bank's authorised customer care numbers displayed on the official website
- Direct interaction with the pension-paying branch / Staff Pension Cell at Central Office: 022-22896246

Reporting of Fraud

In case of any suspected fraud:

- Immediately inform your pension paying branch
- Lodge a complaint with the Bank's customer care
- Report the incident on the National Cyber Crime Reporting Portal: <https://www.cybercrime.gov.in>
- Call the Cyber Crime Helpline - 1930

Stay Alert. Stay Safe.

Safeguard your personal information and remain cautious to prevent fraud or misuse.

Stay alert and safeguard your personal information.

The Bank urges all pensioners and retirees to remain vigilant and exercise due caution while dealing with unsolicited communications. Your awareness is the strongest safeguard against fraud.

All branches/offices are advised to ensure that this information is circulated among all retirees and staff pensioners of our Bank.


(S.C. Teli)
Chief General Manager
