

## Issue

We have recently been made aware that a number of fraudulent websites have been created, replicating the NatWest customer accounts platform, Bankline.

These sites are being advertised through paid Google ads and are being used to harvest user details including PINs, passwords and other credentials.

It should be noted that these fake sites additionally ask the user to enter their telephone number and to confirm it by providing a smartcard code.

## Actions required

Staff should be reminded that Bankline should not be accessed through a web search or any other banking website aside from the routes listed below.

To access Bankline staff should:

- Visit [www.rbs.co.uk](http://www.rbs.co.uk) or [www.business.natwest.com](http://www.business.natwest.com);
- Select 'business';
- Select 'log in'; and
- Select Bankline and then enter their customer ID and User ID.

Any concerns relating to this should be reported immediately to the bank and your LCFS.