



Republic of the Philippines  
NATIONAL POLICE COMMISSION  
**PHILIPPINE NATIONAL POLICE**  
**INFORMATION TECHNOLOGY MANAGEMENT SERVICE**  
Camp BGen Rafael T Crame, Quezon City



**MEMORANDUM**

FOR : See Distribution  
FROM : D, ITMS  
SUBJECT : **MetroBank | Account Online Verification (TA2020-09)**  
DATE : November 27, 2020

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1. References:
  - a. Metrobank | How to defend yourself from fraudsters (<https://metrobank.com.ph/fraud-defense>);
  - b. CSB19-02 Email Phishing Attack ([bit.ly/CSB19-02](http://bit.ly/CSB19-02)); and
  - c. Section 4a (para 3 and 4) of Republic Act No 10175, also known as the "Cybercrime Prevention Act of 2012."
2. This pertains to a phishing attack masquerading as a trusted entity via e-mail using sender name "**MetroBank**" <care222@center11.com> with the subject line "**Account Online Verification.**" The recipient of the e-mail will be instructed to click a link to update his/her account. Upon clicking the link, he/she will be prompted to a fake website, which will ask for personal information. **(Attached screenshot)**
3. Hereunder are the risks and consequences of falling into a phishing scam:
  - a. Data can be altered, damaged, deleted, and infused with additional computer viruses;
  - b. The attacker can now access your account and use it to ask money from your friends and family; and
  - c. Can damage your reputation.
4. In this regard, below are the measures to avoid becoming a victim of phishing:
  - a. Never give away your personal and account-related information;
  - b. Monitor your account for unusual transactions;
  - c. Be careful or avoid interacting with suspicious websites or ads that will ask for your personal information;

- d. Make sure that the website is secure by looking at the URL that shows <https://> at the address on your browser; and
- e. Only conduct your transactions on secure and official platforms.

5. Always remember that **Phishing messages frequently ask you to take action quickly**, thus verify all incoming e-mails received to avoid possible security breaches and become a victim of fraud. Once a message is received with the same description, immediately close the message and report it as spam.

6. To learn more, you may visit [itms.pnp.gov.ph](https://itms.pnp.gov.ph) to download learning materials under the Computer Security menu. Should you have inquiries and concerns, don't hesitate to call us at 7230401 local 4225 or e-mail us at [issd.itms@pnp.gov.ph](mailto:issd.itms@pnp.gov.ph).

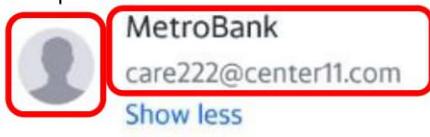
7. For widest dissemination.

  
**DANIEL C MAYONI**  
Police Brigadier General

Distribution:  
Command Group  
D-Staff  
P-Staff  
D, NSUs  
RD, PROs



# Account Online Verification



It should have the Metrobank's logo or bank's logo

The official Metrobank customer care email address is **customercare@metrobank.com.ph**

To @yahoo.com  
Date Today, 2:12 pm



- Online Time Deposit**  
Open a Time Deposit online and watch your money grow.
- QR Code Transfers**  
Send money or request for funds through QR Codes for easier and hassle-free transactions.
- UITF Online**  
Investments or top-up and redeem funds from your Unit Investment Trust Funds anytime.

Dear Valued Client,

Legitimate source of email always address their client by their names

You need to take action on your Metro-bank account!  
It has come to our attention that there are many fraudster that are trying to attack our account holders, We are requiring you to please verify your information in our records because we are conducting out anti-fraud security for our account owners due to fraud emails and unauthorized transactions reports.

Your account will remain blocked until the verification is complete and confirmed Thank you.

Update Account

er features include Bill Payments, Send Money to other banks, Transfer Funds to other outns, Schedule Transactions, Buy Mobile Load, and more!  
earn more about Metrobank Online, visit <https://metrobank.com.ph/mbonline>

**How to get started**  
ow these three steps to start moving your Metrobankdirect Personal account rrmation to Metrobank Online:  
o to <https://onlinebanking.metrobank.com.ph>  
og in using your Metrobankdirect Personal "username" and "password"  
ollow the instructions shown on screen

**Important**  
e you log in and start using the new Metrobank Online system, you will no longer be able to access the Metrobankdirect Personal system.  
The Metrobankdirect Personal system will be deactivated on September 15, 2020.

**We want to hear from you**  
Please share your thoughts and experience so we can make your banking more meaningful. Answer the survey when you log-out of Metrobank Online.

The sender and recipient details at the top of this email are to validate that this is a genuine email sent to you by Metrobank. For questions or concerns, please call Customer Care at (02) 68-700-700.  
Keep your mobile number and email address updated to allow Metrobank to provide you the latest information about your bank account. To update your contact information, please visit your nearest Metrobank branch.