

Burgan Bank Shares Vital Safety Tips Against Popular Phishing and Scamming Threats

Upholding its committed support for the “Let’s Be Aware” (Diraya) campaign



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In conjunction with the back-to-school season and the growing financial responsibilities that accompany it, Burgan Bank renewed its efforts to raise awareness about safe banking practices and financial literacy as part of its ongoing support for the “Let’s Be Aware” (Diraya) awareness campaign – running for its fourth year under the supervision of the Central Bank of Kuwait (CBK) and the Kuwait Banking Association (KBA), with the support of Kuwaiti banks. The latest awareness campaign shed light on some of the most common phishing attacks and online scams, as well as the security measures that all customers must adopt to guarantee the safety of their personal information, bank accounts, and hard-earned savings.

The Bank’s continued support of the Diraya campaign comes as part of its comprehensive social responsibility program and its commitment to advancing Kuwaiti society and domestic economy.

“The ever-speeding technological advancements that we are witnessing today have undoubtedly added a lot of ease and convenience to our everyday lives; however, they have also brought upon us new means of fraud and theft that we must remain vigilant about to avoid becoming scam

victims,” said Mrs. Kholoud AlFeeli, Deputy General Manager – Marketing and Communication at Burgan Bank. “While we spare no effort to deploy the latest cybersecurity technologies and data protection systems, the safety of our customers’ bank accounts can still be compromised if they unknowingly cooperate with a scammer. That’s why we advise all customers, especially if they regularly use their card for making online purchases, to stay alert and always follow the recommended safety precautions.”

Burgan Bank noted that, with the rise and growing access to AI tools, scammers are now more adept at drafting seemingly professional emails and text messages that may be hard to identify as fraudulent. That’s why the Bank warns against clicking any hyperlinks included in emails or text messages from unknown senders. Unverified links can often trick users into downloading malware that jeopardizes the safety of their personal information. Meanwhile, other scams are carried out by replicating popular websites, giving the illusion of safety, and then stealing users’ personal and banking information.

Similarly, the Bank warned against making purchases from unknown websites, especially if the price seems significantly below the market average. In addition to luring victims with phantom products or services at remarkably low prices, deceptive vendors can also deploy unsecured payment portals intended for stealing banking card information.

Burgan reminded its customers that its representatives would never collect or request to update data via phone, text, or email and that customers should never respond to such requests. Another vital safety precaution is abstaining from sharing the one-time password (OTP) with anyone under any circumstances, reminding customers that the OTP is for personal use only.

Burgan Bank urges/encourages customers to report any fraud attempts as swiftly as possible to minimize potential damage. To report fraud, customers can get in touch with the Burgan contact center at 1804080, send a WhatsApp message to +965 1804080, or email at info@burgan.com.

About Burgan Bank

Established in 1977, Burgan Bank is a Kuwait-based conventional bank with a significant focus on the corporate and financial institution sectors. From its earliest days, the Bank has significantly sought to diversify its offering to cater to its growing retail and private banking customer base.

Burgan Bank has majority-owned subsidiaries, collectively known as the “Burgan Bank Group”, in the MENAT region. This Group is supported by one of the largest branch networks across the region and includes: Gulf Bank Algeria – AGB (Algeria), Tunis International Bank – TIB (Tunisia), and Burgan Bank Turkey. Furthermore, Burgan Bank has a presence in the UAE through its corporate office, Burgan Financial Services Limited.

The Bank has continuously improved its performance over the years, through an expanded revenue structure, diversified funding sources, and a strong capital base. The adoption of state-of-the-art services and technology has positioned it as a trendsetter in the domestic market and within the MENA region. Moreover, Burgan Bank’s brand has been built on a foundation of real values – trust, commitment, excellence, and progression – which serve as a reminder of the high standards to which the Bank always aspires. In fact, the Bank’s core philosophy of ‘Driven by You’ is the foundation on which its products and services are continuously developed.



Burgan Bank has achieved the LEED v4.1 O+M: EB Gold Certification for its Head Office in Kuwait City. The Bank has also obtained the ISO/IEC 27001: 2022 Information Security Management Systems certificate (ISMS), ISO /IEC 27701:2019 Privacy Information Management Systems (PIMS), ISO/IEC 20000-1: 2018 Information Technology Service Management System (ITSMS) and was re-certified with the prestigious ISO 9001:2015 Quality Management System (QMS), making it one of the few banks in the GCC and Kuwait to receive such certification for five consecutive times. At the same time, the Bank has the distinction of being the only Bank in Kuwait to have won the JP Morgan Chase Quality Recognition Award for twenty consecutive years. Moreover, in a testament to its dedication to the development of its human capital, Burgan Bank is the first bank in Kuwait to be certified as a Great Place to Work®, earning the distinct honor in 2023.

Burgan Bank is a majority-owned subsidiary of KIPCO (Kuwait Projects Company), one of the largest holding companies in the MENA region.