

FINANCIAL CONSUMER PROTECTION IN THE DIGITAL ERA



SECURE YOUR MONEY!

- **CREATE STRONG
PASSWORDS**
- **AVOID SHARING YOUR
BANKING INFORMATION
WITH ANYONE**
- **CHANGE YOUR
ACCESS PASSWORDS
REGULARLY TO AVOID
HACKING**

For further information contact the Competition and Consumer Protection Commission on
+260 211 232657/222787 | 5678 Toll Free | Email: zcomp@ccpc.org.zm



INSPIRED BY
ST. MARCELLIN'S SECONDARY SCHOOL
COPPERBELT PROVINCE

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FINANCIAL CONSUMER PROTECTION IN THE DIGITAL ERA



SECURE YOUR MONEY!

- **AVOID USING THE SAME PASSWORD FOR DIFFERENT ACCOUNTS**
- **KEEP YOUR DIGITAL RECEIPTS**
- **DO NOT SHARE PERSONAL IDENTIFIABLE INFORMATION**

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INSPIRED BY
RAPHAEL KOMBE GIRLS SECONDARY SCHOOL
CENTRAL PROVINCE

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FINANCIAL CONSUMER PROTECTION IN THE DIGITAL ERA



HOW YOU CAN PROTECT YOURSELF:

- **PROTECT YOUR PIN**
- **USE SECURE WEBSITES**
- **AVOID SETTING EASY PASSWORDS**
- **AVOID POSTING PERSONAL INFORMATION ON SOCIAL MEDIA**

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INSPIRED BY
KAMWALA SOUTH SECONDARY SCHOOL
LUSAKA PROVINCE

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HOW YOU CAN PROTECT YOURSELF:

- **NEVER LET YOUR CARD BE OUT OF SIGHT**
- **DOUBLE CHECK YOUR WEBSITE ADDRESS TO ENSURE IT IS SECURE**
- **AVOID OPENING EMAILS AND LINKS THAT YOU ARE NOT SURE OF**
- **BLOCK YOUR CARD IMMEDIATELY YOU NOTICE ANY UNUSUAL TRANSACTIONS ON YOUR ACCOUNT**

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NCHELENGE SECONDARY SCHOOL
LUAPULA PROVINCE

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HOW YOU CAN PROTECT YOURSELF:

- **STAY UPDATED
TO AVOID BEING
SCAMMED**
- **READ AND
UNDERSTAND
CONTRACTS BEFORE
YOU SIGN THEM**
- **CONSULT YOUR
FINANCIAL SERVICE
PROVIDER ON DIGITAL
TRANSACTIONS YOU
ARE NOT SURE OF**

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INSPIRED BY
SOLWEZI BOYS TECHNICAL SECONDARY SCHOOL
NORTHWESTERN PROVINCE

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BE SMART



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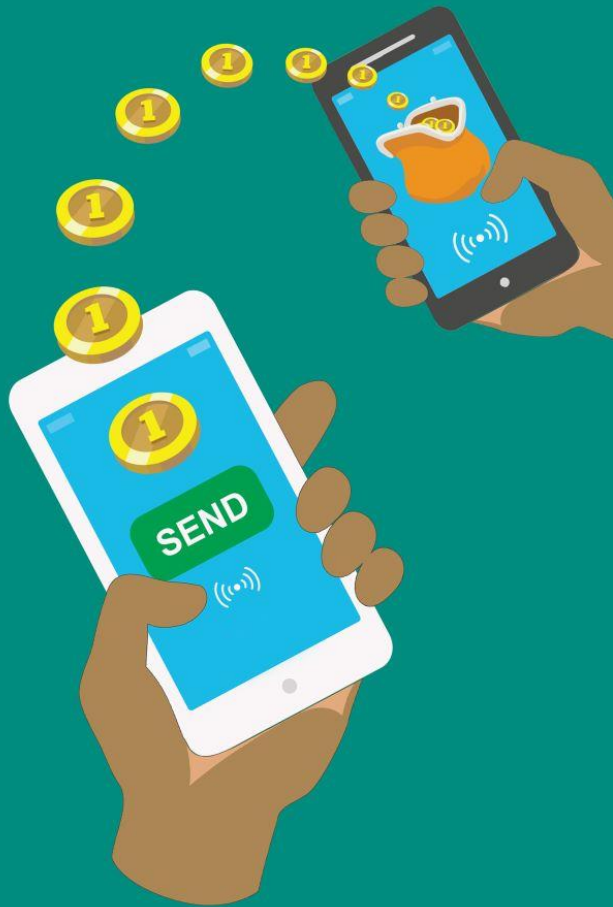


INSPIRED BY
HILLSIDE GIRLS SECONDARY SCHOOL
EASTERN PROVINCE

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FINANCIAL CONSUMER PROTECTION IN THE DIGITAL ERA



WHAT YOU NEED TO KNOW ABOUT MOBILE MONEY:

- **ENSURE YOU CONFIRM THE NUMBER YOU ARE SENDING MONEY TO**
- **REPORT UNKNOWN MESSAGES SENT TO YOU REQUESTING YOU TO DEPOSIT OR SEND MONEY**
- **DO NOT DISCLOSE PERSONAL INFORMATION RELATING TO YOUR MOBILE MONEY ACCOUNT**

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INSPIRED BY
CHINSALI DAY SECONDARY SCHOOL
MUCHINGA PROVINCE

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PRECAUTIONS WHEN MAKING ONLINE PURCHASES:

- USE SECURE PAYMENT PLATFORMS
- DO A BACKGROUND CHECK FOR AUTHENTICITY OF ONLINE STORES
- GET FULL DETAILS OF THE ASSOCIATED COSTS THAT COME WITH PURCHASES

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INSPIRED BY
ST. JOHN'S SECONDARY SCHOOL
WESTERN PROVINCE

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FINANCIAL CONSUMER PROTECTION IN THE DIGITAL ERA

MAKE THE CHOICE TO DO BETTER!



**PREFERABLY USE
PERSONAL DEVICE
TO ACCESS YOUR
ACCOUNTS**

**DO YOUR RESEARCH
BEFORE USING ANY
DIGITAL PLATFORMS**

**CHANGE YOUR
PASSWORDS
FREQUENTLY**

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**INSPIRED BY
ST FRANCIS SECONDARY SCHOOL
NORTHERN PROVINCE**

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FINANCIAL CONSUMER PROTECTION IN THE DIGITAL ERA

IN CASE OF IDENTITY THEFT:



**FREQUENTLY CHANGE
YOUR PASSWORDS
FOR ALL ONLINE
ACCOUNTS**

**CLOSE / BLOCK ALL
COMPROMISED
ACCOUNTS**

**THINK ABOUT WHAT
OTHER PERSONAL
INFORMATION MAY
BE AT RISK**

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