



# INDIAN INSTITUTE OF BANKING & FINANCE

(An ISO 21001:2018 Certified Institute)

## TRAINING PROGRAMME

on

**“Digital Literacy & Cyber Hygiene for a better connect with customers for Banks/NBFCs/FIs/SFBs”**  
**In VIRTUAL (Online) MODE**

17.02.2026 (Tuesday)



**Coordinated by:**  
**Indian Institute of Banking & Finance,**  
**Professional Development Centre, South Zone,**  
**94, Jawaharlal Nehru Road**  
**Vadapalani, Chennai - 600 026**

**Website:** [www.iibf.org.in](http://www.iibf.org.in)

**For Details & Nomination, please contact:**

**Individuals can also register for the program at their own cost**

<b>Mr. G . Padmanaban</b> Head – PDC, South Zone, Chennai Phone: +91- 44 – 23721429 Mobile: 7397240035 Email: <a href="mailto:head-pdcsz@iibf.org.in">head-pdcsz@iibf.org.in</a>	<b>Ms. Priya Maria A</b> Senior Executive, PDC-South Zone Phone: +91- 44 -24722990 Mobile: +91 9566274128 Email: <a href="mailto:se.pdcsz1@iibf.org.in">se.pdcsz1@iibf.org.in</a>	<b>Mr Harinadh Nethinti</b> Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : <a href="mailto:je.pdcsz2@iibf.org.in">je.pdcsz2@iibf.org.in</a>
---	--	---



## **Programme on “Digital Literacy & Cyber Hygiene for a better connect with customers for Banks/NBFCs/FIs/SFBs” (Virtual Mode)**

### **BACKGROUND**

During its 97 years of service, IIBF has emerged as a premier institute in the banking industry. Considering the emerging requirements of the bankers in the dynamic environment, IIBF has been offering certification courses and training programmes to the banking professionals.

The training programs are designed in consultation with the industry experts and human resources personnel with an endeavour to address the skill gaps on a continuous basis. The regular offerings in varied areas prepare the banking professionals ahead of the impending change.

IIBF offers virtual training programmes for its Blended Certification courses and many other programmes to facilitate learning across the country.

IIBF also has state-of-the-art training facilities at its Leadership Centre at Mumbai. It also has five Professional Development Centres (PDCs) at Chennai, Delhi, & Kolkata, Mumbai & Guwahati conducting training sessions in virtual mode and physical training classes, covering any banking subjects.

### **PURPOSE**

The Programme envisages to train office personnel of various banks about basics of Digital Literacy & cyber Hygiene for a better connect with customers, keeping the significance and digital penetration in today's Banking Scenario.

The operating officials and officials supporting from Zonal office/Head office have understand the importance of Technology based products, which plays the pivotal role in customer service with satisfaction.

This programme is unique in its nature to enlighten the officials about Digital literacy and cyber hygiene. Digital literacy and cyber hygiene in banking are essential for securing financial assets against rising online frauds like phishing, malware and identify theft.

### **Importance in Banking:**

With the rapid increase in digital payments and UPI transactions, customers are prime targets for cybercriminals. Cyber hygiene ensures that users can confidently navigate digital platforms, reducing the risk of financial loss and data breaches.

### **OBJECTIVES**

The programme focusses on the following aspects:

- To Improve the understanding in digital literacy & cyber hygiene.
- To understand the significance of technology based banking products.
- To understand alternate delivery channels – payment systems.
- To enlighten & equip the participants in customer connect & communication.

### **CONTENT OVERVIEW**

- Meaning and significance of digital literacy.
- Significance of Technology based banking products - Alternate Delivery Channels -- Payment systems - UPI payments and how they enable an easy and instant connect with the customer Session.
- meaning and application of Cyber Hygiene in banking.
- Awareness initiatives from bank management and the regulatory system in enhancing cyber hygiene on guarding against cyber crimes and ensuring digital security Session.
- Customer Connect and communication with the customer in the present digitally connected world.
- Legal significance of electronic records and communication channels.

### **METHODOLOGY**

Lectures, Case Studies, Discussions & interactions and sharing of experience on Virtual Platform (ZOOM)

## TARGET GROUP

**Bankers in PSU/RRB & Co-op Banks and Private sector & Foreign banks, working in Branches/Controlling Offices overseeing Operations including Deposits/Credits/Remittances, Risk Management, Delivery channels and other areas.**

## DURATION

**1 Day - 17.02.2026 (Tuesday)  
09.45 A.M. to 5.30 P.M.**

## TRAINING FEE:

**Rs. 2500/- per participant plus GST @18% i.e. Rs.450/- aggregating to Rs.2,950/- (In case of TDS deduction, please send us TDS certificate)**

Programme fees may be remitted to the credit of Institute's account as given below:

<b>Name of the Bank branch :</b> State Bank of India, Vidya Vihar(West), Mumbai.
<b>Account no:</b> 37067835882
<b>IFSC code:</b> SBIN0011710
<b>PAN No:</b> AAATT3309D and <b>GSTIN No.</b> 33AAATT3309D2ZY

**(Kindly provide your GST Number in the nomination letter to facilitate raising of invoice)**



**INDIAN INSTITUTE OF BANKING & FINANCE**  
(An ISO 21001:2018 Certified Institute)

**NOMINATION FORM**

**Programme title: Digital Literacy & Cyber Hygiene for a better connect with customers for Banks/NBFCs/FIs/SFBs**

**Date: 17.02.2025 (Tuesday)**

**Programme Type: Virtual Mode**

**PARTICIPANTS NOMINATED:**

Sl. No	Name (Mr./Ms./Mrs.)	Designation	Branch /Office	Mobile No. and Land Line No.	E-mail
1					
2					
3					
4					

Bank/Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Pin Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Name of the Bank branch :** State Bank of India, Vidya Vihar(West), Mumbai.

**Account no:** 37067835882 **IFSC code:** SBIN0011710

**PAN No:** AAATT3309D and **GSTIN No.** 33AAATT3309D2ZY

➤ Please quote your GST Number in the nomination form.

**Please send your nominations at the earliest to:**

<b>Mr. G . Padmanaban</b> Head - PDC, South Zone, Chennai Phone: +91- 44 - 23721429 Mobile: 7397240035 Email: <a href="mailto:head-pdcsz@iibf.org.in">head-pdcsz@iibf.org.in</a>	<b>Ms. Priya Maria A</b> Senior Executive, PDC-South Zone Phone: +91- 44 -24722990 Mobile: +91 9566274128 Email: <a href="mailto:se.pdcsz1@iibf.org.in">se.pdcsz1@iibf.org.in</a>	<b>Mr Harinadh Nethinti</b> Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : <a href="mailto:je.pdcsz2@iibf.org.in">je.pdcsz2@iibf.org.in</a>
---	--	---



**INDIAN INSTITUTE OF BANKING & FINANCE**  
(An ISO 21001:2018 Certified Institute)

**FORM FOR SELF-SPONSORED CANDIDATES**

**Programme title: Digital Literacy & Cyber Hygiene for a better connect with customers for Banks/NBFCs/FIs/SFBs**

**Date: 17.02.2025 (Tuesday)**

**Programme Type: Virtual Mode**

**Details of candidate:**

Sl. No	Name (Mr./Ms./Mrs.)	Designation	Contact No. (Mobile)	E-mail (PERSONAL)	UTR NUMBER/DATE towards fees remitted
1					

**Name & Address of Bank/ FI employed with:**

**Postal Address of participant:**

**PIN code:**

Programme fees to be remitted to credit of Institute's account details as follows:

- **Account Name:** Indian Institute of Banking & Finance
- **Name of the Bank branch:** State Bank of India, Vidya Vihar (West), Mumbai
- **Account no:** 37067835882      **IFSC code:** SBIN0011710
- **PAN No:** AAATT3309D and **GSTIN No.** 33AAATT3309D2ZY

Please send your nominations at the earliest to:

<b>Mr. G . Padmanaban</b> Head – PDC, South Zone, Chennai Phone: +91- 44 – 23721429 Mobile: 7397240035 Email: <a href="mailto:head-pdcsz@iibf.org.in">head-pdcsz@iibf.org.in</a>	<b>Ms. Priya Maria A</b> Senior Executive, PDC-South Zone Phone: +91- 44 -24722990 Mobile: +91 9566274128 Email: <a href="mailto:se.pdcsz1@iibf.org.in">se.pdcsz1@iibf.org.in</a>	<b>Mr Harinadh Nethinti</b> Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : <a href="mailto:je.pdcsz2@iibf.org.in">je.pdcsz2@iibf.org.in</a>
---	--	---