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The NBM urges the public not to be misled by disinformation about the banking sector circulating in the aftermath of the cyberattack

In the context of the cyberattack that targeted certain digital public services, the National Bank of Moldova (NBM) warns that false information and misinterpretations about the banking sector are circulating in the public space, which may mislead citizens.

The central bank urges citizens to obtain information only from official sources and to base their decisions on information confirmed by the authorities and the banks servicing them.

Banks manage customer accounts in their own secure systems, which are separate from the public platforms targeted by the attack. Knowing an IBAN (the code that identifies a bank account) does not grant access to withdraw or transfer money from the account. Transactions can only be carried out after completing the verification and authorisation procedures required by the bank. Therefore, claims that knowing someone's IBAN provides access to their savings are false.

At the same time, banks and payment service providers are subject to mandatory minimum requirements regarding information security, information technology risk management and business continuity, as established by the NBM's normative framework. These requirements are intended to protect the IT systems and information managed by financial institutions, including customer data.

It is also important for citizens not to disclose their account passwords, PINs, card security codes, or confirmation codes received via SMS or through the bank's app. This information should not be shared even with people who claim to represent the bank or a public institution. Any request of this kind should be clarified directly with the bank using the phone number on the card or the contact information published on the bank's official website.

Furthermore, we emphasise that, at present, the banking sector of the Republic of Moldova is solid and well capitalised. Banks have the financial resources and reserves to support their capacity to meet their obligations to customers even in unforeseen circumstances. Reforms in recent years have brought greater transparency and stricter rules, and banking supervision has become more rigorous. These changes have strengthened the banking sector and reinforced customer protection measures in the process of aligning with European standards.

The NBM continues to supervise banks' activity and monitor developments in the sector. Maintaining financial stability, ensuring the smooth functioning of banking services, and protecting depositors' interests remain the institution's priorities.

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