

Advisory

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Beware of fraud calls claiming to be from Bank's Call Centre

Modus Operandi



Fraudsters are using mobile numbers similar to toll-free number of call centre of Banks.

For example, if you remove the starting 1 in toll free number, it becomes a mobile number. The said mobile number is being registered in the name of Bank in Truecaller by fraudsters.



Using such numbers they call to customers of the Bank, pretending to be from the Call Centre of the Bank and try to steal their money.

Safety Tips:

- Always ensure to search Branch/ Office details/ Toll-free number, etc. in official Bank website only
- The toll-free number of Bank will be provided on backside of Credit/ Debit Card issued by the Bank. Please ensure to use the same for reaching Bank's helpdesk
- Never reveal sensitive information like Card number, CVV, Expiry date, Date of birth, OTP, etc. to unknown callers
- Fraudsters may ask you to download remote screen sharing apps on your mobile. This would enable them to control your phone and steal money out of mobile banking/ wallet applications. Always be alert