

Social engineering fraud using Mobile numbers similar to Bank's toll free number

Modus Operandi: A new Modus operandi of social engineering fraud using mobile number resembling to Toll free numbers has been identified. Fraudsters register their mobile number matching to Bank's Toll free number on caller identification application such as True caller.

For example if a toll free number is 1800 123 1234, the fraudster will obtain a number say 800 123 1234 matching bank's toll free number and register itself successfully on caller identification application (such as True caller) as the toll free number of bank.

Suppose a customer looking to contact bank, will end up calling the fraudsters' number registered on true caller (800 123 1234) instead of genuine toll free number (1800 123 1234). The fraudster attending the call entices the customer (now the victim) into providing sensitive details such as debit card details, username, OTP etc. to access the customer's account and carry out fraudulent transactions.

Preventive Action:

- Do not search for bank's toll free number on search engine (such as Google, yahoo).
- Always access your Bank's website to know the genuine toll free number.
- Never share your Mobile Banking, Internet Banking and UPI login credentials over Call, SMS or Email and never save your User Names/Password on any device.

We encourage everyone to be vigilant before attending such calls. Never share your account details, debit/credit card details, username, OTP to anyone. Bank will never ask for such details over phone call, for any assistance please contact your nearest branch.

Note: Punjab & Sind Bank will never send you e-mails, SMS, or call you asking for confidential details of your account/ PIN/ Password/ OTP or personal details such as date of birth, mother's maiden name etc. Beware of anyone asking you for such information on behalf of the Bank through e-mails, phone calls, or SMS.