



Department of Supervision, Central Office
Cyber Security & IT Risk Group (CSITE)



Confidential

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

Reliable inputs have been received on a new modus operandi of social engineering frauds using mobile numbers resembling a Supervised Entity's (SE) TollFree number and registering these mobile numbers in the name of that SE on caller identification mobile apps such as TrueCaller. The modus operandi is given below:

2. Suppose that a SE's toll free number is 1800 123 1234 (**not an actual number**). The fraudster obtains a number, say 800 123 1234, resembling the SE's tollfree number and registers successfully on the True caller app (or any caller identification application) as the toll free number of that SE. An unsuspecting customer (victim) looking to contact the SE contacts the fraudster's number registered on the TrueCaller application (800 123 1234) instead of the genuine toll-free number of the SE (1800 123 1234). The person (fraudster) attending this call then lures the victim into providing sensitive details such as debit/ card credentials, username, OTP, etc. to access the victim's account and carry out fraudulent transactions.

3. SEs are advised to take necessary action to safeguard against this type of fraud. They may take suitable action to spread awareness among customers (display on bank branch notice boards, published on SE's websites and Digital Media Signage, send SMS/ Emails to customers).
