



SIM REPLACEMENT FRAUD

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SIM swapping or replacement whereby, the attacker obtains and uses the victim's SIM card details and personal information to transfer money from the victim's bank account. With the recent increase in SIM Swap Fraud, we would like to make sure you take all the precautions to avoid becoming a victim because nowadays, all the account-related alerts and One-Time Password (OTP) for financial transactions are sent on mobile phone. Therefore, customers are advised to use a SIM registered in their own names only.

HOW TO AVOID BEING A VICTIM



If you stop receiving calls or texts, and you don't know why, check in with your mobile operator immediately.



If your phone is displaying a “SIM not registered” or a similar message, take corrective actions immediately.



Protect your mobile device by using a PIN, Pattern or Lock.



Always keep your phone switched ON, to ensure that you receive banking notifications.