



Information Security  
Education & Awareness  
Team

C-DAC Hyderabad

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# INFORMATION SECURITY AWARENESS

keeping yourself and your family safe in  
a tech driven world

[www.infosecawareness.in](http://www.infosecawareness.in)

# Be aware of Fraudulent calls



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## Rs 1L gone as duo shares card info with 'bank staff'

Pradeep Gupta | TNN | Updated: Mar 25, 2017, 01:08 AM IST

**KALYAN:** In separate incidents, two persons lost a total of Rs 1 lakh after sharing their debit **card** details with "bank employees" over the phone.

The first incident took place in Ambivli near Kalyan where a 52-year old **MTNL employee**, **Balasaheb Katarnavare**, lost Rs 60,000 after he shared his account details with a person who had called him and introduced himself as a bank employee. Katarnavare said, "After sharing the details, I got a message informing me that Rs 60,000 had been debited from my account." Katarnavare then approached a branch of the bank, got his card blocked and informed the police.

# If you are a victim

Step1 : Change the password immediately



- ✓ Immediately change the passwords of your online banking, ATM/Credit Card PIN numbers and the security questions that you shared over the fraudulent calls



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# If you are a victim cont..



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## Step2 : Verify recent transaction history

- ✓ If you find any unauthorized transactions, then immediately contact your branch & let the bank know the details of the suspected incident

# If you are a victim cont..

## Step3 : Make a document with all the details

- ✓ Document the details of phone number, conversation, information shared with the fraudster etc. for further investigation.



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# Tips for Banks & Customers

Tip I: Never respond to calls that ask for personal information



A bank will never ask you to share PIN, CVV, so hang up immediately



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# Tips for Banks & Customers

Tip 2: Don't call a number sent in a voicemail or text message



Validate the phone number through the official bank website or your bankcard, and not by using web search engines



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# Tips for Banks & Customers

Tip 3: Ensure that your preferred email-id or mobile number is registered with the bank



If you find your registered mobile number is inactive, contact your telecom service provider immediately



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# Tips for Banks & Customers

Tip 4: Block the Debit/Credit card immediately if you find anything suspicious



Call your bank immediately when you feel that your information has been stolen or if you lost your card



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# Thank You



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