



# INDIAN OVERSEAS BANK

**PRESENTS**  
**AWARENESS INCIDENTS BY**

**IOB ANNA...**



**(READ IT.....LEARN IT.....USE IT)**

**!! आईओबी अन्ना, हर दिन चौकन्ना !!**

**Cyber Hygiene Series by IOB Anna...**

(Chapter 1)

**Fraud Risk Management Cell (Cyber)**



**Customer duped by online fake customer care numbers**

Customers are habitual in using search Engines to find customer care numbers for their bank, insurance company, Aadhaar updation centre, food, purchase etc. These contact details on search engines often do NOT belong to the respective entity and customers may end up contacting the fraudsters. Fraudsters are continuously waiting for this opportunity to lure the victim and in this process the fraudsters ask the customers to share their personal credentials and customer fall prey to frauds.

# INCIDENT

**Sanjay:** one day Sanjay receive SMS for some amount debited from the A/c. he did not understand the SMS.

He uses the search engine to find the bank customer care number.

He found one random number and called for the enquiry in belief that he found a genuine customer care number.

The person who picked the call asked Sanjay's personal details and card credentials.

1

He called the **IOB Anna**.....



hi, Sanjay! How are you?



Anna, I am in a big trouble, please help me.



No problem Sanjay, tell me what happened.



Sanjay narrated the incident to IOB Anna.



What Sanjay, you are an educated fellow. Why you have searched the customer care number on search engine. You should have visit the bank official website for any help.

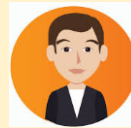
3

Further Sanjay revealed the OTP also, when fraudster asked and amount debited from his account.

After receiving SMS, he did not understand, why amount debited from his account.

He narrated the incident to his friend. His friend suggested him to call **IOB Anna** and he can solve your problem.

2



Anna, I have committed the mistake. Now what I have to do?



Sanjay, now report the incident to cyber police & Bank cyber cell team immediately and also Request the bank to block the ATM card



Visit the bank, and request for replacement of compromised card with new one.

4



## Incident Overview.....



### IOB Anna explained, what happened with Sanjay:

- Sanjay is the victim of fake customer care Number.
- He has been victimized by calling on fake number displayed on search engine.
- He did not visit the bank official website for genuine customer care number.
- He reveals all the personal details to unknown person along with card details and share the OTP also which delivered on his mobile.



## Awareness Tips by IOB Anna...



### Awareness Tips by IOB Anna:

- Never search customer care number from search engine/ social media/ anonymous source.
- Always visit official website to search customer care number & other information.
- Never share personal/sensitive details & card details like card number, expiry date, CVV etc. over the phone to anyone.
- Never share PIN, Password & OTP over the phone to anyone.
- Please contact at **Cyber Police Help Line No. 1930** in case of cyber fraud.
- Please contact IOB cyber cell at **044 2858 4890** & IOB customer care at **1800 425 4445** or send mail at [cybercell@iob.in](mailto:cybercell@iob.in) in case of cyber payment fraud.



**# @wareness is the key#**



इण्डियन ओवरसीज बैंक  
Indian Overseas Bank

आपकी प्रगति का सबसे साथी  
Good people to grow with



**“Without necessary Awareness,  
Online freedom is dangerous.”**

**!! Aware Yourself to Conquer The Fear Of Losing  
UR Online Freedom !!**

**Thank You!**