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Social Engineering Fraud Using Mobile Numbers Similar to TA Wallet Toll-Free Number

Reliable inputs have been received on a new modus operandi of social engineering frauds using mobile numbers resembling a TA Wallet toll-free number and registering these mobile numbers in the name of that TA Wallet on caller identification mobile apps such as Truecaller. The modus operandi is given below.

2. Suppose that a TA Wallet toll free number is 1800 123 1234 (e.g.). The fraudster obtains a number, say 800 123 1234, resembling the TA Wallet toll-free number and registers successfully on the Truecaller app (or any caller identification application) as the toll- free number of that TA Wallet. An unsuspecting customer (victim) looking to contact the TA Wallet, contacts the fraudster's number registered on the Truecaller application (800 123 1234) instead of the genuine toll-free number of the TA Wallet (1800 123 1234). The person (fraudster) attending this call then lures the victim into providing sensitive details such as debit/ credit card credentials, username, OTP, etc. to access the victim's account and carry out fraudulent transactions.

3. All Payment System Operators (PSOs) 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 outlet notice boards, publish on PSO's websites and Digital Media Signage, send SMS/ emails to customers).
