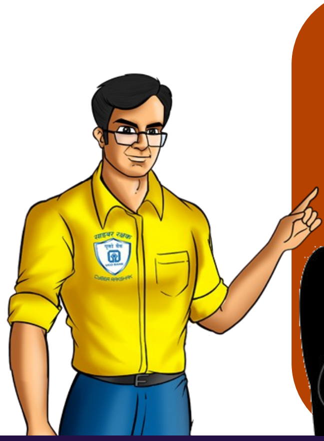
75 Azadi Ka Amrit Mahotsav

Security Advisory: Beware of Impersonation & Call Forwarding Scam

CSOC
साइबर सुरक्षा संचालन केंद्र
Cyber Security Operations Centre
CISO OFFICE



Nowadays, Cybercriminal posing as authorised person of legitimate organization / company convinces user to forward calls to the attacker's number under the false pretext.

Modus Operandi

Scammers initiate contact, claiming to be a delivery person facing issues locating the address of parcel recipient. They use this ploy to gain recipient's trust.

Scammer asks recipient to dial an extension code followed by a contact number of delivery person in below format: ***401*<10 digit mobile number>**

The code (*401*) is deceptively presented as a prerequisite to ensure the successful delivery of the parcel, implying that failure to dial the code would result in the non-delivery of the parcel.

As soon as the code is dialled, incoming calls, messages, sensitive information including PINs, OTPs etc. are redirected to scammer's number, leading to financial loss for the victim.

Cyber Safety Best Practices

✗ **Do not blindly follow instructions or take immediate actions based on urgent requests from strangers.**

✓ **Always verify the identity of the caller from trusted channels like Company's Official Website, Apps, Authentic Helpline Number etc.**

✗ **Never dial codes or send SMS from your number at the behest of strangers. Always check with your service provider regarding the functionality of the code.**

✓ **Be vigilant about call/SMS forwarding settings on your phone / SIM network service(s). If call/SMS forwarding features are enabled accidentally or unknowingly, immediately contact your mobile network provider (such as Jio, Airtel, etc.) to deactivate the same.**

Regularly monitor your Bank account activities. If any unauthorized or suspicious transaction is noticed, immediately inform to your Bank / Branch. For UCO Bank, dial Customer Care / Helpline Number 1800 103 0123 for assistance.

Report Cyber fraud Incident to **https://www.cybercrime.gov.in**

or call **1930** for assistance

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