

4. CREDIT CARD ANNUAL FEE WAIVER- FAKE OFFER

One day, Raju received a call from an unknown number.



Fraudster: "Good morning, Mr Raju! I am Rohit Kumar from your Bank customer care. We are happy to inform you that your credit card annual fee will be waived for this year as you are one of our most valuable customers."



Raju: "Oh! That's great news."

Fraudster: "Mr Raju, Please confirm a few details before I can proceed further. Your card number is 42781234 XXXX, and your full name is Raju Deshpande, right?"

The fraudster had already gathered Raju's card details from illegitimate sources.



Raju: "Yes, these are correct."



Fraudster: "Mr Raju, now you will receive an OTP. Please share it with us so that we can waive the fee at our end."

- Do's:**
- ✓ Be cautious while responding to calls from unknown numbers claiming to be from your bank.
 - ✓ Report to your Homebranch immediately on realizing the fraud.
 - ✓ Block your card to prevent further financial loss.
 - ✓ Report the incident to the nearest Cyber Crime Police Station and National Cyber Crime Reporting Portal at <https://cybercrime.gov.in>



Raju reasoned that since the caller already knew his card details, the call must be genuine. He shared the OTP with the fraudster immediately.

Fraudster: "Thank you, Mr Raju. Your annual fee is waived off. Have a great day!"



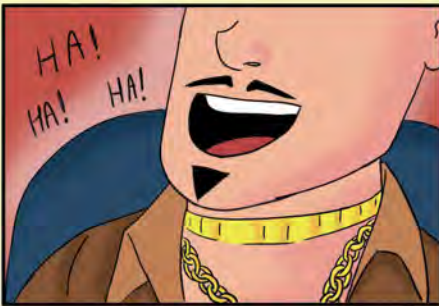
The call was disconnected. Soon, Raju received an SMS stating that Rs12,000 was debited from his credit card account.



Raju immediately called the fraudster, but his phone was switched off.



Raju realized the person was a fraudster, and he should not have shared the OTP with him.



Don'ts:

- × Don't share your OTP with anyone. Fraudsters might be able to collect your account details, but transactions can only happen if you share the confidential OTP sent to your phone.