


Where service is a way of life


CALL FORWARDING SCAM**CYBER JAAGROOKTA DIWAS - 07.02.2024****What is Call Forwarding Scam ???**

Call forwarding scam is a deceptive scheme where scammers impersonate customer service representatives from Bank/Mobile/Internet or telecom service providers and use ***401#** code to activate call forwarding.

**Modus Operandi Used By Scammers**

 Scammer Calls and pretend to be from the telecom provider. Scammer states that there is some issue with the SIM and user needs to dial ***401#** followed by unknown number.



 Scammer calls and pretend to be from bank support team and tries to convince the user that there is issue with there bank account and asks them to dial ***401#** from there bank registered mobile number.

This leads to call forwarding on the device. Now scammer has access to all the OTP and confidential information.

How To Be Safe From Call Forwarding Scam ?

- ✓ Never give out personal information to someone who calls you unexpectedly and be suspicious of any caller who asks you to dial a number to fix a problem with your bank account.
- ✓ If you are unsure about the legitimacy of a caller, hang up and call the customer service number present on bank's official website.
- ✓ You can also check your phone's settings to see if call forwarding is enabled. If it is, disable it immediately.

Be Alert , Stay Safe , Cyber Safe !!!