

SIM Replacement Fraud

What is SIM Replacement Fraud?

SIM replacement fraud is done by fraudsters to conduct fund transfer frauds. This allows them to receive calls/messages on behalf of the victim through which they can complete the fraudulent fund transfer transactions.

What is the modus operandi of the fraud?

Fraudsters impersonate and obtain a duplicate SIM for the mobile number of the victim; they then place the fund transfer requests with victim's bank by forging signatures or by using compromised login credentials.

When the concerned bank contacts the customer to validate the fund transfer transaction, fraudster answers the call and provides required details. Alternatively fraudsters get access to transaction code sent by bank to the number of customer and confirm the transaction through electronic channels.

Victim comes to know about the fraud after checking their bank statement or when they realize that their mobile phone is not working and upon getting fresh SIM they get information about unauthorized fund transfers.

What can be done to avoid falling victim to this fraud?

- Please keep your contact details updated with your bank, if any of your phone number is not working update the new number immediately with the bank
- As soon as you realize that your phone is not working, call up your bank and consider putting debit freeze on your account
- Contact your telecom service provider and inquire whether any duplicate SIMs/Multi SIM have been issued for your mobile number. If any are issued without your consent, get them deactivated.
- Keep your laptop/PC/mobile phone updated with latest anti - virus/malware to prevent against data compromise.

Should one become a victim of fraud, one should immediately notify the concerned bank and also demand details from the telecom service provider about duplicate SIMs issued for their specific number. A funds recall message can be sent to the beneficiary bank by the remitting bank and if funds are available in the beneficiary account, they may get returned. Victims should also consider filing a police complaint

Note: This is issued in public interest by UBF and it bears no responsibility if even after following the above prevention steps, one becomes victim of fraud.