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Page : 2



NSRC now operates 24/7 to protect scam victims

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CYBERJAYA: The National Scam Response Centre (NSRC) is now fully operational – 24 hours a day, seven days a week, marking a significant milestone in the country's war against cybercrime.

Home Minister Datuk Seri Saifuddin Nasution Ismail said the centre's expansion proves the government's continuous commitment to protect the people's financial security through a "whole-of-government" approach.

He said Prime Minister Datuk Seri Anwar Ibrahim wants awareness programmes to be intensified to ensure the public does not easily fall victim to online scams.

"The Prime Minister wants better awareness so that we do not

end up getting involved (becoming scam victims), which is sometimes driven by greed, or by offers that are perceived as highly lucrative if one chooses to participate," he said.

Saifuddin Nasution said this was the message which the Prime Minister delivered to NSRC personnel during his visit to the operations centre.

The minister highlighted NSRC's effectiveness, where it handled 146,167 complaint calls and implemented freezing actions on 138,915 accounts throughout last year.

Saifuddin Nasution said as a result of the NSRC's rapid response, a total of RM34.05mil was saved from falling into the hands of syndicates in 2025.

He said there was also a drastic improvement in the return of



Digital defence:

Anwar (centre) launching the 24-hour NSRC at Cyberjaya while Saifuddin Nasution (far left), Communications Minister Datuk Fahmi Fadzil (second from right) and Chief Secretary to the Government Tan Sri Shamsul Azri Abu Bakar look on.

funds to victims.

"The NSRC recorded a significant surge in returning funds to victims through the earmarking process, rising from RM508,479.39 in 2024 to RM6.65mil in 2025," he said at the centre's official launch

by the Prime Minister.

The momentum has continued into the current year, with the minister revealing that in January, another RM1.44mil had been successfully seized through initial freezing actions.

The NSRC, which began operations on Oct 7, 2022, is led by the police, in collaboration with Bank Negara, the Malaysian Communications and Multimedia Commission and the National Anti-Financial Crime Centre.