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What to do if you've been scammed

1. Contact your bank immediately

Call your bank's 24-hour fraud hotline or use its "Kill Switch" security feature to freeze your accounts and block further transactions.

2. Call the National Scam Response Centre (NSRC)

The NSRC hotline at 997 is available 24 hours a day. NSRC works with banks and law enforcement to trace and freeze funds quickly.

3. Lodge a police report

Visit your nearest police station as

soon as possible – ideally within 24 hours – and provide all evidence (screenshots, chat logs, transaction slips).

4. Stop all communication with the scammer

Block the scammer on all platforms. Do not engage further.

5. Gather evidence

Save all messages, receipts and bank details as proof for investigation.

6 Report to the platform

If the scam occurred on a dating app or social media, report the user's profile.

7. Seek emotional support

Contact a counsellor, support group or helpline. Talk to a trusted family member or friend. Emotional recovery is as important as financial recovery.

Additional contacts:

> Securities Commission Malaysia

(for investment-related scams): aduan@sc.com.my

> Bank Negara Malaysia consumer hotline:

BNMTELELINK
(1-300-88-5465)

> Commercial Crime Investigation Department (CCID). As part of PDRM, they investigate cyber and commercial crimes and handle crimes such as fraud, scams and online theft.

Source: Bank Negara Malaysia, BSN and Amaran Scam



Graphic: Freepi