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## Report cyber fraud at once via 997 hotline if you're scammed

### Noor Zafira Zayn

KOTA KINABALU: Consumers in the state who come across cyber fraud attempts through phone calls, messages and offers on social media are asked to immediately report the activity via the 997 hotline.



The line is operated by the National Scam Response Centre (NSRC) which was established last October to curb and combat cyber fraud.

Sabah West Coast Wise Consumers Association President David Chan (pic) said anyone who feels being deceived and has made a financial transaction be it online or manually at an ATM can immediately place the call.

"So that the supervisor on duty at the call centre may take action and block accounts. Victims need to provide information related to the cyber fraud incident when contacting the bank or NSRC.

"This includes communication information between the victim and the suspect and

transaction information that led to the victim being cheated.

"This may include the account number and bank name of the victim and of the suspect as well as the amount of funds involved," he said.

He added that the line is open every day including public holidays from 8 am to 8 pm.

"The 997 line is an alternative for the public other than the bank's specific line which will operate 24 hours.

"The immediate action of contacting the bank or the NSRC is very important to enable actions to block further withdrawal of the victim's money from the banking system," David said.

At the recent 2023 Budget tabling, the government announced that the call centre would receive an operating grant of RM10 million for system and service improvements.

The NSRC is a joint venture between the National Anti-Financial Crime Centre (NFCC), the Royal Malaysian Police (PDRM), Bank Negara Malaysia (BNM), the Malaysian

Communications and Multimedia Commission (SKMM) as well as financial institutions and the telecommunications industry.

"NSRC focuses on online financial scams, including phishing scams, Macau Scam, malware attack scams, package or package delivery scams and love scams.

"Always make the necessary checks to verify the facts when contacted by the party. Contact the NFCC at 03-88613830, the police at 03-26101222 and BNM at 1-300-88-5465 for more information on the NSRC," he said.

He said it is important that consumers are up to date about current issues related to cases of fraud by scammers to avoid becoming a victim.

"The public can visit the NSRC website for enquiries. Users who want to make a complaint to the Ministry can do so through various channels.

"They can visit e-aduan@kpdnhep.gov.my, call 1800 886 800, email e-aduan@kpdnhep.gov.my, the Ez ADU smartphone application, the enforcement centre at 03-88826245/6088," he added.

David also asked all users to be vigilant

and always be on the lookout for scammers' tricks and tactics to ensure they don't become victims.

"Users must always be aware, if they are negligent and deceived, the savings in the bank account will be wiped out by scammers.

"The tactics of these scammers are many and varied, so users must always be aware and remind each other.

"Once again, I remind you to immediately report if you feel that you are a victim, or are about to become a victim of a scammer syndicate," he said.

Users can also call 03-80008000, WhatsApp 019-2794317 or go to the nearest The Ministry of Domestic Trade and Consumer (KPDNHEP) branch nationwide.

For Sabah, the KPDNHEP operation room in Kota Kinabalu can be contacted at 088-484368, while in Sandakan at 089-668107; Tawau (089-776690); Tuaran (088-787822); Kudat (088-615311); Keningau (087-338400); Lahad Datu (089-886090); Semporna (089-782866); and Beaufort (087-222240).