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Headline: Concerted effort by agencies to combat online scams
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Concerted effort by agencies to combat online scams

PETALING JAYA: The Malaysian Communications and Multimedia Commission (MCMC) received more than 5,000 complaints on fraudulent online activities from 2020 to April this year, which were then relayed to the relevant agency.

These scams – depending on what type they are – typically come under the jurisdiction of the police, Domestic Trade and Consumer Affairs Ministry, Bank Negara Malaysia or other agencies, said the MCMC.

When it comes to online scams, the MCMC and telecommunication companies would assist the police by providing technical assistance, it added.

“Additionally, the strategic part-

nership between the MCMC, the police, Bank Negara, telcos and related agencies is strengthened with a special working group for swift and effective action to curb such scams.

“At the industry level, MCMC regularly conducts monitoring and enforcement actions to curb fraudulent activities involving phone calls and SMS.

“To protect consumers, we implemented initiatives, including the establishment of a special task force against telecommunication fraud, in collaboration with telecommunication service providers and the (Bukit Aman) Commercial Crime Investigation Department,” it said.

The MCMC also warned the pub-

lic against opening suspicious texts, pop-up windows or clicking on links and attachments in emails.

It added that such items should be deleted.

“If unsure, verify the identity of the contact through an independent source such as a phone book or online search. Do not use the contact details provided in the message sent to you.

“Beware of any requests for your details or money.

“Never send money or give credit card details, online account details or copies of personal documents to anyone you do not know or trust.

“Do not agree to transfer money or goods for someone else. Money laundering is a criminal offence.

“When dealing with unsolicited communications from people or businesses, whether it is over the phone, by postal mail, email, in person or on a social networking site, always consider the possibility that this may be a scam.

“Remember, if it looks too good to be true, it probably is.

“Know who you are dealing with. If you have only ever met someone online or are unsure of the legitimacy of a business, take some time to do a bit more research.

“Do a Google image search on photos or search the Internet for others who may have had dealings with them, or use the SemakMule Portal (<https://semakmule.rmp.gov.my>) to check whether the bank

account or phone number used was recently involved in a crime.”

If a message or email comes from a friend and it seems unusual or out of character for them, contact your friend directly to check that it is really them who sent it, the MCMC also advised.

It said scams were targeting people of all backgrounds, ages and income levels across Malaysia, and that they succeeded because they looked convincing.

It added that scammers were taking advantage of new technology, products or services, and major events to create believable stories that would convince the victims to hand over money or personal details.