

## ANNOUNCEMENT: RHB MULE AWARENESS 2024

If You Suspect You Have Been Scammed, immediately call RHB's 24/7 Hotline at 03-92068118 or National Scam Response centre at 997 (8am-8pm daily).

**[Warning]** If someone sends you money and asks you to send it to someone else, **STOP**. You could be a money mule – scammers use to launder money while keeping their identity hidden.

Whenever in doubt, always check **Semakmule.gov.my**. You can use this website to determine whether the bank account you're transferring to is a mule account or whether your own bank account has been hijacked.

### METHODS USED BY SOME SCAMMERS TO DISGUISE MULE ACCOUNT :

#### 1. Fraudulent Job Postings

Job advertisements that appear exceptionally lucrative could be deceptive. Many scam artists create fake job postings on social media or may directly contact individuals, requesting their bank account details and ATM card under the guise of processing a non-existent salary

NEVER give in to it!

#### 2. Unlicensed Money Lenders

Unlicensed money lenders often entice victims with quick cash loans. They may ask for your ATM card and banking details under the pretext of checking your account status. Once obtained, they illegally transfer money using your account while concealing their identity

#### 3. Bank Account Rentals

Bank account rental constitutes a fraud activity. Scammers will entice individuals by offering money in exchange for their ATM card and online banking information, which they then use to transfer payments illegally while masking their true identity.

#### 4. Friends and Family

Exploiting sympathy or family connections as an excuse for using your bank account to receive and/or transfer funds to other parties

### WHAT TO DO if you spot this scam activity:



Never give out personal information such as passwords, One Time Password (OTP), Personal Identification Number (PIN), Card Verification Value (CVV) number, etc. Break off contact with the scammers and stop moving money for them.



Counter check hotline telephone numbers, emails addresses against official websites. Inform your bank about the wire transfers and/or the gift card company – right away.



AUTHORITY

If you being asked to perform an unusual task, such as opening a bank account on someone else's behalf, please notify authorities right away!  
Link to report : <https://semakmule.rmp.gov.my/>

**IMPORTANT CONTACT DETAILS – BE SAFE !**

Scenarios:	Organization	Contact Details
1. You suspect anything unusual or suspect anyone using your account.	RHB Bank Berhad	Contact +603-9206 8118 or email at customer.service@rhbgroup.com
2. You have fallen prey to scams and you want to lodge report.	National Scam Response Centre (NSRC)	Contact their speed dial: 997
3. You intend to check if any of your bank accounts have been identified having involved in criminal activities.	Commercial Crime Investigation Department, PDRM	Link to verify: <a href="https://semakmule.rmp.gov.my/">https://semakmule.rmp.gov.my/</a>
4. You are in doubt about a website or a blog and you want to verify if it is genuine.	Malaysia Communications and Multimedia Commissions (MCMC)	Link to verify: <a href="https://sebenarnya.my/">https://sebenarnya.my/</a>
		Link to report: aduanskmm@mcmc.gov.my  Contact via WhatsApp at 016-220 6262.