multinet trust exchange
exchanging trust since 1994

Licensed by Central Bank of the UAE



Introduction



Customer Fraud Awareness

- **Understand common types of fraud.**
- **Recognize suspicious calls, messages, and emails.**
- **Protect your personal and financial information.**
- **Learn how to report fraudulent activities.**

multinet trust exchange
exchanging trust since 1994

Licensed by Central Bank of the UAE

Common Types of Fraud



- **Phishing: Fake emails or websites designed to steal information.**
- **Smishing: Fraudulent SMS messages containing suspicious links.**
- **Vishing: Fraudulent phone calls pretending to be from trusted organizations.**
- **Identity theft: Misuse of personal information.**
- **Investment scams: Fake opportunities promising guaranteed returns.**
- **Payment fraud: Unauthorized or manipulated transactions.**

Warning Signs of Fraud



- **Be alert when you receive:**
- **Unexpected messages requesting urgent action.**
- **Calls asking for passwords, PINs, or OTPs.**
- **Links asking you to update banking details.**

multinet trust exchange
exchanging trust since 1994

Licensed by Central Bank of the UAE

- **Offers that sound too good to be true.**
- **Requests to transfer money to unfamiliar accounts.**
- **Threatening messages claiming your account will be blocked.**

How to Protect Yourself

- **Never share your OTP, PIN, or password.**
- **Use strong and unique passwords.**
- **Enable multi-factor authentication.**
- **Avoid clicking unknown links.**
- **Verify callers through official contact numbers.**
- **Regularly monitor your bank statements.**
- **Keep your phone and applications updated.**
- **Never install applications at the request of unknown callers.**

What Should You Do If You Suspect Fraud?

- **Stop communicating with the suspected fraudster.**
- **Do not share any additional information.**
- **Contact your bank or service provider immediately using official channels.**
- **Block your card or account if necessary.**
- **Change compromised passwords.**
- **Report the incident to the relevant authorities.**
- **Keep screenshots, messages, and transaction references as evidence.**

To Report any Fraudulent Activities please contact:

Dubai Police	Toll Free 901 **dubaipolice.gov.ae**	**Sharjah Police**	Call Center 901 **shjpolice.gov.ae**	**AbuDhabi Police**	Hotline 800-2626 **adpolice.gov.ae**

1. You can also report it to **Multinet Trust Exchange**
2. **Customer Happiness Centre:** +971 4 2555685 Ext-702
3. Email: risk@multinettrust.com