



**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA

Your credit card has been cloned...

Someone has stolen your identity...

Your account has been tampered...

# Beware!

Don't be a **SCAM** victim.



**CAUTION** on **BOGUS CALLS** and **MESSAGES** claiming to be from Bank Negara Malaysia, private bank, utility provider or an enforcement agency.

**It's a SCAM. Do not panic. Think straight.**

**1**

Bank Negara Malaysia **never requests** for your personal or financial information

**2**

Bank Negara Malaysia **never asks** anyone to transfer money to any 3rd party account

**3**

Bank Negara Malaysia **never keeps** the public's money in any account

**When in doubt,  
please call**

**BNMTELELINK** (Customer Service Call Centre)

**1-300-88-5465**

Fax: 03-2174 1515 Email: [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)

To submit SMS enquiries or complaints, type :

**BNM TANYA**  
[your enquiry/  
complaint]

and send to 15888

For more information please refer to the **Financial Fraud Alert** available on Bank Negara Malaysia's website



**[www.bnm.gov.my](http://www.bnm.gov.my)**

**BNMLINK** (Walk-in Customer Service Centre)

Bank Negara Malaysia Kuala Lumpur (Block D, Jalan Dato' Onn) or visit BNMLINK branches in Bank Negara Malaysia: Johor Bahru, Penang, Kuala Terengganu, Kota Kinabalu and Kuching (Business hours are: Monday - Friday, 9:00 am - 5:00 pm)



## Modus Operandi of a **Phone Scam**

