



JOINT PRESS RELEASE

RBPF, AITI AND AMBD JOINT AWARENESS PRESS RELEASE ON SCAM CALLS

1. The Royal Brunei Police Force (RBPF), Authority for Info-communications Technology Industry of Brunei Darussalam (AITI) and Autoriti Monetari Brunei Darussalam (AMBD), would like to remind the public to be wary of scammers using mobile and landline phones to dishonestly acquire personal information with the intention of causing financial loss.
2. There have been reports of the public receiving calls from local and international numbers with pre-recorded messages pretending to law enforcement or government. The purported officials will try to obtain your personal information or accuse you of committing a crime in a foreign country and extort payment to clear your name. The conversation can be conducted in any language with most of the recent calls being made in Mandarin.
3. The public should be aware that these calls are not necessarily from the phone numbers which appear in caller identification. The real source of the call is hidden or masked to portray the image of a legitimate call. Because, of this, it is very difficult to trace the real source of the call. This is a challenge being faced globally, and Brunei is not the only target for these scammers.
4. The Authorities would like to advise the public to take the following steps when encountering these calls:
 - 4.1 Ignore calls from unknown numbers, whether local or international;
 - 4.2 Be aware that international law enforcement agencies and organisations, such as Interpol, will never contact or request for personal information directly;
 - 4.3 Always be extra cautious when answering calls from unknown numbers. If you have answered such a call, please hang up immediately. Do not call back as it is likely to be a spam call;
 - 4.4 Never share any personal information especially relating to banking matters over the phone. This includes:
 - Identity Card Numbers or Passport Numbers;
 - ATM, Debit Card or Credit Card Details including CVC numbers; and/or
 - Online Usernames or Passwords.
 - 4.5 Never transfer or remit funds to unknown organisations or individuals abroad. Banks and remittance businesses in the country will also be taking necessary actions in tackling the matter including creating customer awareness and conducting enhanced due diligence when carrying out any financial transactions abroad.