

IT Security Bulletin

The delivery scam that's coming to your front door

Dear Customers,

In this circular, we will talk about an unusual method of fraud that scamsters use to steal sensitive information. This malpractice has been detected in various countries and this is why we need to be informed to know how to handle such situations.

How it works?

Firstly, you receive a call from a delivery/courier service company saying that you have won a gift pack and the parcel is on the way to your residence. Shortly, the delivery man arrives at your doorstep with a gift pack and asks you to pay a "delivery fee" in order to receive the pack. Usually after verification of the NIC, the scamster requests payment to be done via a debit or credit card because cash is not accepted. The delivery man swipes the card in a handheld scanner and the card's data is stolen from that handheld device.

Consequences

These requests are just an excuse to "skim" (copy) your card number, PIN and security code. Once these information are available, the scamster can use your card to perform fraudulent purchases or steal your identity.

Precautionary Measures

- Beware of gifts from an unrecognized delivery service which are neither expected nor personally ordered
- Never accept anything if you do not personally know or there is no proper identification of who the sender is
- These types of frauds are frequent during festive periods. Watch out for phishing emails and shop only from trusted websites
- Do not give your credit card or debit card information to anyone at your door.
- Monitor your credit card and debit card statements regularly

In case you believe your account has been compromised, immediately contact us on 202 1111 or send us an email on sbm@sbmgroup.mu.

We rely on your kind collaboration to follow the security tips and whenever applicable, share the above information with our customers.

**Regards,
IT Security Team**