



## **ANNOUNCEMENT: RHB MULE AWARENESS 2023**

### **SCAMMERS & FRAUDSTERS ARE GETTING SMARTER! WE DON'T WANT YOU TO BE A VICTIM.**

[Warning] If your account is being misused for mule activities; Under Section 4 of the AMLA, you can be convicted and liable to imprisonment not exceeding 15 years, fine of not less than 5 times (the sum or value of the proceeds of an unlawful activity) or five million ringgit (RM5million), whichever is higher.

<b>AVOID BEING A MULE VICTIM</b>		
<b>What Must You Do?</b>	<b>How Could You Avoid?</b>	<b>Important Reminders</b>
<b>To always doubt everything</b>	<ul style="list-style-type: none"><li>• <b>Report</b> if someone requests you to open a bank account on behalf of them.</li><li>• <b>Never give</b> out personal information such as passwords, One Time Password (OTP), Personal Identification Number (PIN), Card Verification Value (CVV) number, etc.</li></ul>	It is a crime if you allow your bank account to be used by others.
<b>Double-check the sender's information</b>	<ul style="list-style-type: none"><li>• If you are instructed to do something unusual, <b>report immediately!</b></li><li>• If perpetrators provide a contact number to call back, <b>do not continue and delete the message!</b></li><li>• <b>Counter check</b> hotline telephone numbers, emails addresses against official websites.</li><li>• <b>Watch-out for offers</b> requesting you to participate in fast-income business opportunities.</li></ul>	Banks will never ask your personal details including login passwords or other sensitive information.
<b>Do not simply click on unknown website links or email attachments</b>	<ul style="list-style-type: none"><li>• <b>Do not open/click</b> texts or pop-up windows, website links or/and email attachments from an unknown source.</li><li>• <b>Be vigilant</b> of known websites as they may even trick you by changing certain letters within the website link to appear as genuine website (e.g. www.rhbgroup.com)</li></ul>	The earlier you identify any unusual activities, the higher the chances of you minimising financial loss.



## IMPORTANT CONTACT DETAILS – BE SAFE !

As we want to save you from these criminal activities, we share below important contact details and links to report suspicious MULE activities:

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