

Citizen Financial Cyber Frauds Reporting and Management System

Steps for reporting of financial cyber frauds:

- i) Any victim of financial cyber fraud can dial helpline number 155260 or report the incident on National Cybercrime Reporting Portal (www.cybercrime.gov.in).
- ii) A Bank or financial intermediary or payment wallet can also report financial cyber fraud through above-mentioned modes.
- iii) The complainant must provide the following information in case incident is reported on helpline number:
 - Mobile Number of the complainant
 - Name of Bank/Wallet/Merchant from which amount has been debited
 - Account No./Wallet Id/Merchant Id/UPI Id from which amount has been debited
 - Transaction Id
 - Transaction date
 - Debit card/Credit card number in case of fraud made by using credentials of Debit card/Credit card
 - Screen shot of transaction or any other image related to fraud, if available
- iv) After reporting of complaint/incident, the complainant will get a system generated Log-in Id/acknowledgement number through SMS/Mail. Using the above Log-in Id/acknowledgement number, the complainant must complete registration of complaint on National Cybercrime Reporting Portal (www.cybercrime.gov.in) within 24 hours. This is mandatory.
- v) On receipt of complaint, the designated Police Officer will quickly examine the matter and after verification report to concerned Bank/financial intermediary or payment wallet, etc., for blocking the money involved in the financial cyber fraud.
- vi) Thereafter, due action as per law will be taken in each case by Police/Bank/Payment wallet/Financial Intermediary.
- vii) Use of this facility will help a victim of financial cyber fraud in retrieving the money and help Police in identifying the cyber criminal(s) and take legal action as per law.