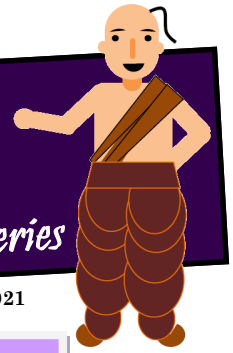


Cyber Tales by Tenali

- a fortnightly series

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OLX Frauds



While digital transformation is fostering a new way of digital payments, it has also opened up new ways to trick unsuspecting users. Today, I will narrate you few techniques adopted by scamster for duping innocent users through their interactions on OLX, Quikr, Facebook and other online marketplaces.

How Sonu got scammed?

 Sonu, a college student and internet savvy user, got tricked by cybercriminal Mogambo while selling his old mobile phone in OLX. Despite being absolutely aware of risks and threats of the digital world, Sonu fell into trap of Mogambo, due to his habit of overlooking things in hurry.

One day, Sonu got a call from P Singh, who wish to buy the mobile phone listed by Sonu in OLX for Rs 10,000.



You will get 1 charger, 1 clear case and 1 applied screen protector.

And if you are going to pay today only, then I can give earphone too... as a offer!!! Send me money in my 98xxxxxxx@upi.


Oh that's a great deal! I am surely paying today... But, I cannot transfer through VPA.

I am an army staff and we are allowed to transfer funds only via QR codes generated from our Organization's own app.

I am sending you a QR code. Its simple. Scan it from your UPI and you are done.



Oh okay, no problem. Send me the QR!!!

 Sonu immediately informs his mother about the *nice deal* and scans the QR code using UPI app of his mother's phone.

Hello, I saw your post in OLX. I want to buy the phone. Is it available?



Yes yes. It's only a year old... no scratches, no dent... in perfect condition



Yes I have seen in the photos. So what accessories are you providing?



Contd... OLX Frauds

Sonu follows the prompts and **enters the PIN to receive the money** and completes the transaction. Unexpectedly, his mother's account gets debited with Rs 10,000. Sonu got panicked and immediately informs the buyer about the wrong transaction.

Oh I am so sorry. I have accidentally generated the wrong QR code. Don't worry! Now I will generate another QR and send you total Rs 20,000. That will be okay, right?



Yes... please send fast!

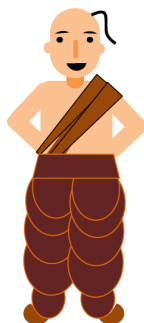


Sonu promptly scanned the new QR received from the buyer for receiving Rs 20,000 and, again **enters the PIN to receive the money**. This time his mother's account got debited with Rs 20,000. Sonu became restless and grew suspicious. He confronted the buyer. The buyer told there might be some technical issues since his account is already debited and assured that the money will be received in the account of Sonu's mother. The buyer told Sonu to inform him once the amount is received and disconnected the call.

In no time, Sonu realised that he has been a victim of cyber fraud.

What should Sonu do now?

- ◆ Immediately report the incident to nearest Cyber Crime Police Station along with screenshot of message and other details
- ◆ Report to National Cyber Crime Reporting Portal
- ◆ Report the profile to OLX



How Amrita's alertness saved her from losing money?

Amrita, a responsible netizen, almost got scammed while using OLX, a platform where people buy and sell used goods.

She has posted an ad in OLX for selling a baby stroller. One day she got a call from a potential buyer...

Hello, I am S Kumar. I saw your post in OLX. Is the stroller still available?



Yes, it's available. It's in a good condition. Have you checked the photos?

Yes I have checked. And I am in an urgent need of a stroller for my nephew.



Oh.. Okay. So how will you pay?

I will pay via Net-Banking. Send your account details in my Whatsapp.



Amrita sends her account details to the caller. Within minutes, she received a message from a random number...

55XXXX

Your XYZ Bank A/c XXXX4429 is credited with Rs. 23,500.



She was shocked as the price of the stroller was only Rs 3,500. Immediately she called the caller

Contd... OLX Frauds



Hey, you have credited me wrong amount. Its 3,500 and not 23,500.

Oh... Sorry Madam. I was sending to my mother and erroneously went to you.



No problem. Give your account details. I will send you back Rs 20,000.

Madam , Please paytm me right now? I need money urgently.



I am going to pick up my son from school. After that, I will do it.

My mother is in urgent need of the money. She has to buy medicines. Money transfer will take less than 5 minutes. Please do it now.

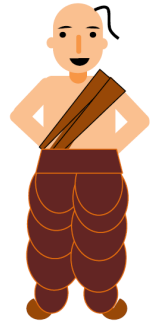


Buyer's urgent need and pressure for money transfer, made Amrita suspicious. She logged in to her Internet

Banking account to check her account balance. To her utter surprise, she found that there was no credit of money in her account. Meanwhile, the buyer kept calling asking for the money, so she confronted him. He eventually hung up and there was no communication thereafter.



What Amrita should do now?



- ◆ Immediately report the buyer's profile in OLX.
- ◆ Report the incident to the local cyber crime police station and the national cyber crime reporting portal.
- ◆ Upload a public post in her social media profile about the incident to aware her friends and family members.

What's common in the two cases?



Both reported immediately to the Cyber Crime Police Station.

Why should we be aware of such incidents?

Fraudsters are constantly finding new techniques to cheat users. They are posing as legitimate officials of reputed organizations, gaining trust of the user using forged identity documents and defrauding them.

Points to Remember

- ◆ If buyer insists you to enter your PIN to receive money, DO NOT PROCEED & stop interacting with that buyer
- ◆ While transacting, watch out for words like Send, Requested by, Pay, etc. They all indicate that money is about to be debited from your account.

Contd... OLX Frauds

Warning Signs of Potential Seller / Buyer in Online Marketplaces

- ◆ Ads of Cars, Bikes with lucrative prices
- ◆ Fake defense ID proofs to gain user trust
- ◆ Ask for advance payment for the product as token amount, airport charges, etc.
- ◆ May make a payment of small amount through UPI apps to gain user trust and act as a legitimate buyer
- ◆ After sending the small amount, they may send a QR code for the total amount
- ◆ Scanning these QR codes and entering PIN will deduct money from user's account.

UPI PIN is required only for sending money, not for receiving money.

Reporting of User in OLX

- ◆ Login to OLX account
- ◆ Tap on 'See Profile' at the bottom of Ad page.
- ◆ On next screen, select top right 3 Dots → Report User
- ◆ You will see 6 options. Choose the reason that best fits your complaint & insert comments.

Reporting of an Ad in OLX

- ◆ Login to OLX account
- ◆ At the bottom of the Ad, tap on 'Report this Ad' option.
- ◆ Select appropriate option in the pop-up, write comments and submit.

What should you do if you have been a victim of online fraud?

- ◆ Immediately report to the nearest Cyber Crime Police Station or in the website of National Cyber Crime Reporting Portal <https://cybercrime.gov.in> along with supporting documents.
- ◆ Most of the online marketplaces and ecommerce platforms provide the option of reporting a **fake profile**. Victim may report there so that the authority may disable the fraud user.

Blocking a user in OLX

- ◆ Log in to OLX account
- ◆ Open chat with the specific user whom you wish to block
- ◆ Tap on the 3 dotted icon at the top of chat page, click 'Block User', and confirm.
- ◆ The user will no longer be able to contact you via OLX.

*Cyber Guru Tenali's
Mantra*

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only for sending money,
not for receiving money.*



We welcome your valuable suggestions / feedback at ciso.office@ucobank.co.in