

ANNEXURE – 7.61

1. Fraudulent withdrawal from SB/CDa/c through ATMs in Russian Currency - Rouble (Total involved amount Rs.2,47,330.98)

Six Branches reported the complaints of their SB/CD customers regarding fraudulent withdrawals in Russian Currency (Ruble) through ATM using SIB global ATM cards from their accounts with the branches. The investigation revealed that all the withdrawals were from the ATM centers in Russia. On verification of those debit transactions it was identified that the reported fraudulent transactions were taken place from Russia through Russian currency 'Rouble'. The customers informed that they neither visited that country (Russia) from where the ATM operations were taken place nor lost/misplaced their ATM cards from their possession. DICT (Department of Information and Communication Technology) immediately swung into action and among others blocked the ATM cards of the complainants and commenced the work to safe guard the customers' and Bank's interest.

The first such case of fraudulent withdrawal in Russian currency was reported from branch Peringottukara, in the SB a/c of Mr. Venugopal for a total equivalent Indian currency Rs. 49,669/- through 13 attempts and disbursed in 6 successful attempts. Subsequent to the blocking of the said ATM card it was found that one more similar attempt was seen made in the account.

Thereafter, we received 5 more similar complaints of fraudulent withdrawals from ATM centers in Russia with the same Modus Operandi. The details of total 6 accounts are furnished below:

Sl.No	Branch Name	A/c name	Account No.	Amt. Rs. upto 31.01.09
1.	Peringottukara	Mr. Venugopal	68.50.51130	49674.45
2	Trivandrum NRI	Mr. Saji C. Elias	336.50.1900	30597.28
3	Valanchery	Mr. M. Shamsudheen	92.53.9309	20030.17
4	Pune	Mr. Mohan peter	147.53.2828	47250.51
5.	Chennai Anna Nagar	SARB International	282.73.1164	50433.24
6.	Cherthala	Mr. Manoj V P	120.50.36002	49345.33
		Total		247330.98

DICT Kochi has reported the steps taken by them on receipt of the complaints which are reproduced here below:

- a) Informed the branches to advice their customers to change the PIN of ATM cards (this had been issued as a ticker message in FINACLE to have real time information to all the branches)
- b) Sent SMS message to all the Mobile Bank customers asking them to change the PIN number frequently.
- c) Published a user awareness ticker message in our website cautioning about e-threats.
- d) Created awareness amongst ATM debit card holders by issuing an e-circular.

- e) Reported the cases to Master card with details of four months transaction, seeking their help to analyze the issue. They were not able to inform us of any clue of compromise of the affected accounts.

2. Fraudulent withdrawal from SB/CD a/c through ATMs in GBP currency (Involved amount Rs.52,315.79)

An SB account holder, Mrs. Shiny, complained fraudulent ATM withdrawals from her SB account No.0037053000009923 with Branch Kottayam. The enquiries revealed that the ATM withdrawals were made by using her ATM Card No. 5048170037003758497 in various ATMs at Woolwich, London. Details of the investigation conducted revealed the following:

A total amount of Rs.52315.79, equivalent to GBP 680, had been fraudulently withdrawn from her SB account during the period from 01.10.2009 to 02.11.2009.. It was reported to be done without her knowledge and understanding. It is also observed that all transactions were executed through her ATM card on different dates. It is also noticed that these withdrawals were made from 9 ATM centers located at Woolwich London. There were 26 attempts to withdraw cash taken place in various ATMs at Woolwich, London on the period from 01.10.2009 to 02.11.2009. (Transaction details attached to this report) Out of this, 12 transactions had successfully been carried out involving a total amount of Rs.52,315.79.

As per the statement of the account holder she had parted the ATM card to her husband and he had made transactions (Point of Sale (POS) by using the ATM card at Dubai during May to July 2009, as per the ATM transaction report. It was alleged that party had not made any London based transactions in the account since party had held only DUBAI visa. Party had also insisted to take action against the culprits.

Our enquiry with technical staff and officers at DICT revealed that these transactions could not have been occurred without the card presentation and proper PIN entered.

Conclusion: Investigation came to the conclusion that fraudsters would have created a duplicate card by obtaining card number and PIN number through card skimming or through point of sale scams

The account is a resident SB account in single name. She had parted the ATM card and PIN to her husband and he in turn used the card for purchases at Dubai. Using of ATM card requires the PIN. Thus the account holder shared the PIN which is a grave lapse on her part. Due to the negligence on the part of the account holder the loss had happened.

Police Complaints with cyber cell were lodged in both the above cases.