

Prevent, Fight and Report Fraud

Orient Exchange is committed to utilise all its resources to combat fraud and prevent criminals from victimising our customers. We invest in latest technology and train our staff to identify, stop and report fraudulent activities.

We urge you to report fraudulent activities, not only to protect yourselves, but also to protect others. Fraudulent activities can be reported to:

Dubai Police - Toll-free number **901**

Dubai Police - **ECrime** online platform

Email to Orient Exchange: info@orientexchange.com

In ever changing digital and electronic world, frauds are on the rise. Fraudsters often claim they are from government departments, banks, police, charities and utility companies. Lottery and prize-winning scammers are more active than ever and they even rush targeted individual to claim the winning prize on an emergency even though one has never participated in any lottery of prize draw.

Some tips on how to avoid falling prey to such frauds and scams:

- Please be cautious of fraud Calls/SMS/WhatsApp from unknown sources asking for money, Job advertisement, Investment schemes, huge returns on forex and investments, etc.
- Do not share your personal information
- Do not share your financial information
- Do not share your User name and Password for internet banking, etc
- Do not share your PIN for the Bank cards
- Do not use links or numbers in unexpected messages or emails
- Block unknown numbers and emails
- Do not take hasty financial decisions; legitimate business will give you time to take decisions
- If you suspect something is not right, talk to someone who you trust the most.

Fraudsters send fake messages to their targets / victims claiming they have won large cash prizes through:

SMS

WhatsApp

Email

Calls on Telephone / Mobile

Fraudsters ask for victim's personal data and bank account details claiming they need these to receive their prize money. They use these details to gain access to the victim's bank accounts and steal money. They also ask the victims to not share about the winning prize money with others for privacy and confidentiality.

Protecting your personal data is important to save yourselves from becoming victims of fraud.

At **Orient Exchange**, we will never ask the winners of our promotions to disclose their personal data, ID number or Bank account details over phone. We will never ask our winning customers to pay any fees to receive their winning prizes.

We will contact the winners from our official phone number to inform the winners. Customers can visit our nearest branch to check details.

- Stay vigilant and do not share your personal details to anyone who is not authorised or not supposed to receive.
- Confirm the credentials of the person contacting you.
- Never send money to unverified sources or persons who you do not know.
- Do not click on suspicious links received in your mail box or messages.
- Report suspicious activities immediately.

Privacy of Personal Data

Emirates ID, Passport, Date of Birth, Full Name, Country of Birth, Place of Birth, Bank Account details are some of the important personal data that need to be protected. Fraudsters use this information to hack your bank account, social media account, etc.

Be Aware! Be Alert!