Use apps to filter calls from scammers – Cybersecurity Malaysia

KUALA LUMPUR: Mobile phone users are urged to upload applications that can filter calls and prevent them from falling victims to scammers who use the Voice over Internet Protocol (VoIP) to commit cheating.

CyberSecurity Malaysia's Response and Cyber Security Capacity-Building Division executive, Edwan Mohd Aidid said although the success rate was around one per cent, such applications could still act as first-line shields to prevent people from becoming victims of scams via phone calls which had become rampant.

"The public can use various applications such as the True Caller app that have been developed to filter calls from scammers. Nevertheless, awareness of the various modus operandi of cheating is key to preventing one from being cheated.

"Most importantly, always crosscheck a suspicious call even if it comes from a friend or family member," he told Bernama after being a panellist at the Scam Awareness Forum organised by UCSI University, here, yesterday.

Also on the panel were Cheras district police Commercial CID chief, ASP Janarthanan Nail and Housing and Strata Management Tribunal president, Kamarul Zaman Abdul Rahman, a former magistrate.

"Using the VoIP is a normal tactic by cheating syndicates such as Love Scam, Macau Scam, Black Money and more to manipulate victims into giving money to them," said Edwan.

He said mobile phone users should also be careful if choosing the auto login or Remember Me mode on websites surfed, especially when it involved banking transactions.

"Using the auto login or Remember Me on social media or bank accounts is good because we don't need to repeatedly enter the password. However, this is still risky, particularly when using the Internet in public places and even more risky if one's laptop or mobile phone is lost or stolen.

"Due to this, although using the auto login, users are advised to always update or change their password and choose a password that is hard to guess," he added. – Bernama