

# HDB Outreach For April 2024

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## Knowledge Centre

**HDB Awareness – Understanding Vishing**

In our highly digitised world, our personal and financial information is more vulnerable than ever. Cybercriminals can use several methods to access our sensitive data and misuse it for their gain. Let's better understand Vishing – a new-age cybercrime technique. Vishing refers to a type of phishing scam that happens exclusively over phone calls. Cybercriminals impersonate bank employees or government officials to convince their victims to share personal details over a call. Some vishing scams use automated calls that collect information by asking the victim to press buttons on their keypads. Most vishing scammers use threats or a sense of urgency to convince individuals to share their details. The best way to combat vishing is by being weary of unsolicited phone calls, never sharing personal details, and contacting your bank or financial company via official channels to verify the information. Remember, HDB employees will never ask for your passwords or PINs.

## IT'S TRIVIA TIME!

Now that you know the basics of Vishing, Let's take a short quiz to see where you stand with respect to your understanding on this topic!

Q1.Who are vishing callers likely to impersonate?

**A** | Celebrities

**B** | Delivery companies

**C** | Bank or government employees

Q2. You receive a call claiming your credit card is blocked. What should you do?

**A** | Provide the caller with your card details

**B** | Hang up and call the official number provided on the back of your card

**C** | Agree to transfer money to a 'secure account'

Q3. If you suspect a vishing call, what should you do?

**A** | Report the call to the authorities

**B** | Engage with the caller and waste their time

**C** | Call the number back to confirm it is legitimate

Q4. The best way to protect yourself from vishing is to?

**A** | Never answer calls from unknown numbers

**B** | Verify information directly by calling the official bank or government number

**C** | Download a free phone security app

**HDB CARES**

**Community Outreach**

**HDBFS LAUNCHES TRANSPORT AAROGYAM KENDRA FOR TRUCK DRIVERS IN GANDHIDHAM, GUJARAT**

HDBFS in collaboration with FPA India, introduces Transport Aarogyam Kendra in Gandhidham. This endeavour underscores HDBFS's commitment towards the well-being of truck drivers, the backbone of commerce in India. 100+ transporters and truck drivers attended the inauguration ceremony. The Kendra is equipped with adequate medical devices and is managed by qualified and experienced therapists. The healthcare services at the Kendra shall be extended to all stakeholders associated with the transport industry.