

PRESS STATEMENT

ADVISORY BY THE COMMUNICATIONS AUTHORITY OF KENYA ON ONLINE SHOPPING FRAUD

DATE: 25th SEPTEMBER 2018

The Communications Authority of Kenya (CA), through the National Computer Incident Response Team Coordination Centre (National KE-CIRT/CC), wishes to issue an advisory on online shopping fraud.

The Authority's attention is drawn to various websites and mobile applications that purport to be selling goods and services online. The criminals, behind these websites and mobile applications are using the Internet.

The online shopping criminals entice unsuspecting buyers through deals via email, SMS, social media pages or telephone. They also request for a registration fee for the goods or service. Notable characteristics of these criminals include:

- a) Unavailable registered physical addresses and/or contacts
- b) Unavailable customer care helplines
- c) Possession of suspicious telephone numbers, email addresses and websites
- d) Impersonation of websites, mobile applications for institutions such as banks, insurance, government agencies among others,
- e) Use of social media sites like Facebook, Twitter, Instagram, etc, to perpetrate the fraud schemes .

The Authority wishes advises the public to take precautionary measures as follows:

- a) Verify the authenticity of online trading platforms through family, friends, organizations before engaging with them
- b) Desist from sending money to mobile numbers belonging to individuals posing as representatives of such online stores
- c) Always avoid installing internet applications with questionable sources.
- d) Carry out checks on the respective online stores and mobile applications by reading the online reviews or other third party comments on the stores and applications
- e) Avoid disclosing personal details such as bank accounts details, ATM PIN, usernames and passwords, etc., to third parties.
- f) Report such fraudulent websites and mobile applications to the helplines of known genuine online stores.
- g) Report cases of online fraud to the police or the National KE-CIRT/CC.

About National KE-CIRT/CC

The National Kenya Computer Incident Response Team Coordination Centre (National KE-CIRT/CC) , based at the Communications Authority of Kenya (CA), is Kenya's national cyber security trusted point of contact. It is mandated to offer technical advice on cyber security matters nationally and coordinate response to cyber incidents in collaboration with relevant stakeholders locally, regionally and globally.

Members of the public are advised to contact the National KE-CIRT/CC via the email address incidents@ke-cirt.go.ke or through the dedicated hotlines +254 703 042700, +254 730-172700 to report an incident or seek advice on matters of cyber security.

Issued by:



Francis W. Wangusi, MBS
DIRECTOR-GENERAL