



FRAUD PREVENTION

Al Razouki International Exchange Co LLC maintains an unwavering dedication to leveraging all our resources and support in the ongoing battle against fraudsters, ensuring the protection of our esteemed customers from any attempts to deceive or defraud them.

How to report a fraud

We urge you to report any fraudulent activities, not only to protect yourself, but to protect others as well.

To report any fraudulent activities please contact

Dubai Police



- Toll-free number 901
- [E-crime online platform](#)



Abu Dhabi Police

- "Aman" service hotline at 800-2626
- adpolice.gov.ae

you can also report it to Al Razouki International Exchange

Email: customercare@emiratesexchange.ae

How to identify frauds

Frauds can be committed in different ways and different settings Common Typologies of the consumer frauds are.



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Phishing

Phishing scams typically occur through email, text messages or phone calls, or letter saying you won a lottery, or prize like an iPad, a new car, or something else. they ask individuals to pay money or trick individuals into revealing sensitive information like usernames, passwords, or credit card details to get the prize. If individuals share the sensitive information or pay the amount, they'll lose hard earned money and find out there is no prize.

Phone Frauds

Phone fraud is the intention of illegally acquiring money from customers. In this fraud customers may receive calls from people who impersonate as staff of the company, police, and government department or telecom providers etc. they want your personal details to commit fraud.

Charity Fraud

This type of fraud takes advantage of people's compassion and willingness to help others. Fraudsters pose as charitable organizations, especially during times of natural disasters or crises, and seek donations for fake causes. The funds collected rarely reach those in need, and instead line the pockets of the fraudsters.

Travel and Vacation Fraud

Fraudulent travel agents or online platforms may offer discounted vacation packages, or accommodation rentals that either do not exist or do not meet the promised standards. Victims may pay upfront fees or make full payments but never receive services they paid for.

Investment Scams

Fraudsters often target on individual's desires to earn high returns on their investments. They may promote fraudulent investment opportunities, promising guaranteed profits or insider information. These scams can involve the sale of fake or non-existing financial products.



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Advance Payment Frauds

An advance payment fraud is a form of fraud and is one of the most common types of confidence tricks. This fraud scheme involves convincing victims to pay a fee or provide an upfront payment to receive a promised benefits such as lottery win, inheritance, or a business opportunity. Once the payment is made, the fraudster disappear without fulfilling their promises, leaving the victim financially and emotionally devastated.

Protect yourself from the fraud.

Never send money to someone you have not met in person and confirm emergency situations are real before sending money.

When you receive a phone call or message asking for your payroll card number, bank details, AMT card number along with CVV and OTP numbers or messages.

Do not share your login credentials, bank / ATM card details etc.

Do report, immediately, if you suspect that your personal details have been compromised.

Use secure internet connection.

Don't click on links received from unknow senders.

Have an updates Anti-Virus software on your computers.

Do not download any third-party "remote desktop" applications on your computer.

Always check all the characters in the email address.

Beware of users posing as government officials. Legitimate representatives of the state (local police or federal employees) should never ask for sensitive information over social media direct messaging. Anyone posing as government agent who ask for payment, credit card numbers, social security numbers, or bank account information via DMs is just trying to scam you.



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Red flags to the consumer fraud typology

Request for personal or sensitive information

High pressure tactics

Receiving Unwanted offers over phone call, email, or text message

Request for upfront payments – even for a free prize

Unrealistic promises

Promises unusually high returns.

