

ANNEXURE 1

Cases Reported for FY 2020-21 (upto 15/02/2021)

Modus Operandi (Reasons for Loss)	Number of Cases	Sum of Amount Involved (in Rs.)
3rd Party Application Downloaded	43	2,598,478.00
Clicked Link/ Scanned QR/ Cash Back Offer	191	6,484,955.90
Customer induced transaction	104	5,523,603.35
Customer unaware	220	7,721,871.54
Forwarded encrypted message	32	1,762,564.10
Other	72	2,635,721.00
Shared Data	124	5,573,199.45
SIM Cloning/ Hacking	2	613,682.00
(blank)	19	426,934.00
Grand Total	807	33,341,009.34

