

ALERT!

ADVISORY CUM SECURITY MEASURES : FRAUD CALLS/ PHISHING EMAIL

Dear CG Veterans,

It has come to notice that Cyber criminals are targeting pensioners by pretending to update their **Jeevan Pramaan Patra** online. These fraudsters use your personal pension details to gain your trust and then trick you into sharing sensitive information like OTPs.

How this Fraud Works

- Fraudsters have your basic details (PPO number, retirement date, Aadhaar number, address, pension amount, nominee details, etc.).
- They call pretending to be from the PCDA(Pension), Prayagraj.
- They ask you to share OTPs received on your phone for Jeevan Pramaan Patra to update.
- Once you share the OTP, they gain access to your Pension Bank Account and transfer your pension money to fake accounts or wallets.

Stay Alert

- Any fake message on social media claiming that SPARSH issues can be resolved through WhatsApp. Please note that NO WhatsApp numbers are authorized for SPARSH related queries. DO NOT Share personal or sensitive information via WhatsApp. **Protect Yourself:** Contact only Authorized SPARSH Service Center (or) SPARSH portal or CG Veteran Cell, CGHQ/ BUVIK Release Centre.
- Never share OTPs, Bank PINs or passwords with anyone over the phone. Pension Directorate/ PCDA never asks for OTPs.
- Veterans are advised not to click on any links or download attachments from suspicious communication.
- Exercise caution - Do not click on suspicious links or respond to unexpected emails requesting sensitive information.
- Do not believe unsolicited calls asking you to update your **Jeevan Pramaan Patra** online. Pension Directorate/ PCDA does NOT call pensioners for such updates.
- Update your **Jeevan Pramaan Patra** (Life Certificate) through **Jeevan Pramaan App**. In case of any queries/ help contact SPARSH Cell or send an email to Coast Guard Veteran Cell (cgvc-pers@indiancoastguard.nic.in).

Helpline In case you suspect fraud, please report immediately:-

- Toll free number : 1930/ (<https://cybercrime.gov.in>) ➡ Register Complaint
- CG Veteran Cell, CGHQ, New Delhi : 011-23115163
- Dte (IT)/ CGHQ, New Delhi : 011-23115242

Spread awareness: Share this advisory with other Coast Guard Veterans and their families.

Stay vigilant, stay protected!

CG Veteran Cell, Coast Guard Headquarters