



NATIONAL BANK OF KAZAKHSTAN

PUBLIC INFORMATION NOTICE

Results of the Anti-Fraud Center: suspicious transactions for over 1.4 billion KZT blocked

Astana

31 January 2025

Anti-Fraud Center of the National Bank pro-actively continues its efforts to detect and prevent fraudulent transactions.

For 6 months of its operation, 17,802 incidents have been registered within the platform, as a result of which almost 1.5 billion KZT were blocked in a timely manner, where 1.1 billion KZT were blocked by a sending bank, and 343.4 million KZT by a receiving bank. 88.9 million KZT were willingly returned to victims.

According to the Anti-Fraud Center, the most common types of fraud are telephone fraud accounting for 26.2% of the total number of incidents, false investment – 19.5%, fraud in social networks and instant messengers – 15.9%.

Subject to statutory requirements, financial institutions can suspend transactions or block funds in a bank account. This happens if a transaction with signs of fraud is detected based on a client's application. Blocking can also be done if there is confirmed information from criminal prosecution authorities. Moreover, banks can on their own suspend transactions whenever suspicious transactions are detected.

It should be noted that recently there has been an increase in the number of citizens' requests to the National Bank regarding the block their's bank accounts. In this connection, the National Bank reminds that the Anti-Fraud Center is not authorized to make decisions on inclusion or exclusion of persons from databases, and does not block bank accounts and payment cards.

Formation of databases and incidents within the Anti-Fraud Center is carried out based on decisions of financial institutions and law enforcement agencies. Restrictions on persons included in the Anti-Fraud Center database are lifted only by financial institutions based on relevant decisions of the law enforcement agencies.

Persons included in the Antifraud Center databases must request information about a responsible territorial subdivision of law enforcement agencies from the financial institutions that serve them. After that, they should contact this subdivision to find out the reasons for inclusion in the databases and information about the procedure to lift restrictions.

Detailed information for the media representatives is available upon request:

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