



NATIONAL BANK OF KAZAKHSTAN

PUBLIC INFORMATION NOTICE

National Bank warns about new fraudulent schemes using fake credit accounts

Astana

16 April 2025

National Bank of Kazakhstan warns about a growing number of cases when fraudsters provide fake documents using the official letterhead of the National Bank.

Fraudsters send fake letters on behalf of the National Bank, where they notify citizens about existence of a "credit account" or the need to repay an incurred credit debt.

For greater credibility, signatures, names and seals of "authorized persons" of the National Bank appear on fake documents. Fraudsters provide false data, including for the purpose of making money transfers or stealing money of the citizens.

Moreover, fraudsters use artificial intelligence technologies to create fake videos using faces of National Bank employees. Along with that, fraudsters post fake advertisements on social networks about fake investment companies and provision of free legal assistance in returning the stolen funds.

In this connection, the National Bank urges the citizens to be vigilant, not to send money to dubious accounts, not to trust unreliable mailings and unverified documents.

We remind you that the National Bank does not service accounts of individuals, does not provide loans to citizens, does not provide legal services, and does not conduct cash settlements with the population.

In order to avoid fraudulent actions by third parties, the National Bank of Kazakhstan recommends that when receiving calls from alleged employees of government agencies or the National Bank, you interrupt the conversation and, if necessary, call the official number of the government agency yourself.

If you run into fraudulent actions, we strongly recommend that you file a relevant statement with the law enforcement agencies of the Republic of Kazakhstan.

To receive advice, please contact the Contact Center of the National Bank at the short number 1477.

Detailed information for the media representatives is available upon request:

8 (7172) 77-52-10

e-mail: press@nationalbank.kz

www.nationalbank.kz