



NATIONAL BANK OF KAZAKHSTAN

PUBLIC INFORMATION NOTICE

National Bank of Kazakhstan Warns of New Telephone Scams

Astana

14 April 2026

National Bank of Kazakhstan warns of a growing number of cases of telephone scams intended to obtain personal information from individuals. Scammers send messages with the text "your loan status has been updated" and a link to follow. Meanwhile, the notification does not specify the name of the financial institution.

These messages are designed to catch people off guard, even if they haven't applied for a loan. This can trigger off hasty actions and reduce their critical perception of the information.

After the user clicks the link, he is taken to a fake website that visually imitates the official website of a second-tier bank or microfinance organization. The user is then asked to enter his login, phone number, identification, bank card details or other confidential information.

In some cases, a link may entail download of a malicious file or application, which, once installed, grants the attackers an access to control of a mobile device or personal data.

In this connection, the National Bank recommends not to click the links and, if necessary, check the credit history only via official sources, such as the State Credit Bureau website or the e-government portal.

Furthermore, the National Bank reminds that the "Stop-Credit" service is available on the e-government portal. Enabling this service allows citizens to limit their ability to apply for online loans.

We also inform that employees of the National Bank do not make audio or video calls, do not service individual accounts, do not offer financial investments in various mutual funds and financial products, do not provide cash insurance, and do not process payments to the public.

If you run into fraudulent activities, we strongly recommend that you approach the law enforcement agencies of the Republic of Kazakhstan.

For consultation, please contact the National Bank's Call Center at 1477.

For more details mass media can contact:

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