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KBC takes note of Court of Appeal ruling in 2ndhands.be phishing fraud case

KBC has taken note of the Antwerp Court of Appeal ruling of 17 March 2022 against KBC in a dispute with a customer who was the victim of phishing fraud via 2dehands.be.

KBC studied the judgment in detail and regrets that the Court does not bar KBC's arguments in this specific case.

KBC also points out that each case must be assessed individually and that in other (similar) cases, however, the court came to a different conclusion.

KBC continues to plead for vigilance

Unfortunately, cybercrime has become a widespread phenomenon. Both KBC and the banking sector, the media in the broad sense and other actors in society have issued regular and extensive warnings about online fraud practices. In this particular case, the customer was the victim of 2dehands.be fraud whereby he was lured by the seller via a link sent to a fake website and was persuaded to give his codes. The fraudster then gained access to all his bank accounts. Similar scams are also carried out via SMS messages, Whatsapp messages, telephone calls, etc.

Login and response codes generated via the bank card and card reader are strictly personal and can only be used to request access to the channels provided by the bank. KBC's detailed technical analyses show that victims of cyber fraud are often no longer aware after a while that they have entered these codes, especially if the fraud only occurred at a later stage.

Safe internet banking therefore requires customers to be alert to suspicious movements on their bank account and to be suspicious when strangers ask them to set up transactions via platforms not provided by the bank, and certainly via links in chat messages or text messages from those strangers.

KBC monitors proactively for fraud attempts and for transactions that do not fit in with a customer's normal payment pattern. In this way KBC succeeds in stopping three quarters of the fraudulent amounts where phishing was involved.

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