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NBM, together with other public authorities and institutions, continues the national campaign to combat financial fraud and protect citizens

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The National Bank of Moldova (NBM) continues, within a strengthened framework, the national campaign to combat financial fraud and protect citizens — a broad, long-term initiative carried out in response to the growing spread of fraudulent schemes on an international scale.

The campaign aims to help people recognise fraud attempts more easily, avoid acting under pressure, and protect their money by verifying information through official sources. The initiative is being implemented by the NBM together with the Ministry of Internal Affairs, the Security and Intelligence Service, the National Commission for Financial Markets, the Association of Banks in Moldova, and other relevant partners, in a joint effort to combat financial fraud.

The initiative comes at a time when attempts at financial fraud are becoming increasingly varied, more convincing, and harder to recognise at first glance. Fraudsters use false identities, telephone calls, text messages, messaging applications, social media platforms, or fake websites to gain people's trust, create pressure, and persuade them to disclose personal information, banking details, passwords, SMS confirmation codes, or to carry out financial transactions that they would not normally make.

"Financial fraud has become an increasingly complex phenomenon, and our response is firm, coordinated, and close to the people. The National Bank of Moldova has taken measures and is working together with

state institutions, banks, local authorities, civil society, and other relevant stakeholders to combat these schemes and protect citizens. We will not remain passive in the face of fraudsters who seek to exploit people's trust, emotions, or vulnerability. We will bring accurate information as close as possible to citizens — within communities, families, schools, the online environment, and, through our partners, as close as possible to every household. Our message is clear: do not act under pressure, do not share banking details or confirmation codes, and always verify information through official channels," stated Ms Anca Dragu, Governor of the National Bank of Moldova.

The NBM warns that no licensed bank, public institution, or law enforcement authority will ever request, via telephone, SMS, Viber, WhatsApp, Telegram, or other messaging applications, codes, passwords, full card details, or the transfer of money to a "safe account".

To support public awareness, the NBM has created a dedicated section on its website where citizens can find clear information about the main types of financial fraud, the methods used by fraudsters, and the basic rules for protecting personal data and money.

The NBM encourages citizens to discuss these risks with family members, neighbours, and other people close to them. A simple conversation held at the right time can prevent a significant financial loss.

In the event of a suspicious call, message, or request, citizens are urged to end the call, contact 112 immediately, and get in touch directly with their bank.

Useful information: How to protect yourself from FRAUD and Scams [2].

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