



UTILITY REGULATION AND COMPETITION OFFICE

FOR IMMEDIATE RELEASE

Public Advisory

Fraudulent Calls Requesting Banking Information

The Utility Regulation and Competition Office (URCO) has become aware of reports that members of the public are receiving calls from persons falsely claiming to represent **local banks or other local entities**, stating that the recipient's account has been blocked and requesting banking details.

Based on reports received from multiple sources, some of these calls appear to be coming through the **Google Chat application**.

The Office reminds the public to remain vigilant. Banks and legitimate organisations will not ask you to provide sensitive banking information, passwords, PINs, verification codes, or personal account details through unsolicited calls or messages.

Members of the public are advised:

- Do not share banking details, passwords, PINs, or one-time verification codes.
- Do not click on suspicious links or respond to unexpected requests for personal information.
- Verify any account-related concern directly with your bank or service provider using official contact details.
- Report suspicious activity to the relevant institution and appropriate authorities.

The Office encourages the public to exercise caution and to share this advisory with family members, employees, and vulnerable persons who may be targeted by these scams.

If you believe you may have provided information to a suspicious caller, you should contact your bank/institution and the Royal Cayman Islands Police Service without delay.

ABOUT URCO The Utility Regulation and Competition Office ('OfReg', 'URCO', or the 'Office') is the independent regulator established by section 4 of the Utility Regulation and Competition Law (as revised) (the 'URC Law') for the electricity, information, and communications technology, water, wastewater and fuel sectors in the Cayman Islands. URCO provides the opportunity for consistency and collaboration in regulation across the ICT, energy, fuel, and water sectors; better utilisation of skills and resources resulting in more efficient and effective regulatory processes; encouraging competition where appropriate and feasible; championing sustainability and innovation across markets, contributing to the economic and social goals of the Cayman Islands.

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