

Press Release



June 1, 2018
transcosmos inc.

transcosmos undertakes “Special Fraud Prevention Call Center Business” operations commissioned by Oita Prefectural Police

Offers services that include making warning calls to prevent special fraud cases

transcosmos inc. (Headquarters: Tokyo, Japan; President and COO: Masataka Okuda) undertook “Special Fraud Prevention Call Center Business” operations commissioned by the Oita Prefectural Police. From June 1, 2018, to February 28, 2019, transcosmos offers services that include making warning calls in order to prevent special fraud cases at “MCM Center Oita”, one of its contact centers.



Oita Prefectural Police is making effort to prevent special fraud cases working together with financial institutions and convenience stores.

The “Special Fraud Prevention Call Center Business” is led by the Oita Prefectural Police with the aim to prevent special fraud cases by building fraud-resistance and boosting awareness against special frauds among Oita prefecture residents as well as enhancing anti-fraud measures in convenience stores to avert fraud attempts. Entrusted with business operations, transcosmos lets its call center agents make calls in order to boost awareness against special frauds, send brochures that show tricks and protective measures against special frauds to the elderly who are highly vulnerable to these frauds, inform convenience stores of the latest fraud occurrences and report used tricks, and ask their support to give warnings to their customers who order e-money cards.

■ Brochure to prevent special fraud cases by Oita Prefectural Police (excerpt)

<“Ore, ore” (“it’s me”) remittance scam>

<Refund scam>

<Billing scam>

オレオレ詐欺	還付金詐欺	架空請求詐欺
<p>息子、娘などの親族や、警察官などになりすまして電話をかけてきます。「トラブルがあった」と言って心配させ、お金をだまし取る詐欺です。</p> <p>手口は…</p> <ul style="list-style-type: none"> ■ 息子の実名を名乗る男から、「同僚と会社の金をこっそり使って未公開株を買ったが、大損してしまっ。ばれたら捕まってしまう。今からそちらに同僚を向かわせるから、同僚にお金を手渡してほしい」と電話があり、その後、息子の同僚を名乗る犯人がお金を取りに現れた など <p>詐欺のどこに注意! 「オレオレ」と言わず、家族や親族の実名を名乗ってきます。お金を振り込ませるより、直接取りに来る手口が多くなっています。</p> <p>詐欺にあわないための大事なポイント</p> <ul style="list-style-type: none"> ■ 「お金がらみ」や「個人情報」を聞きだそうとする電話は全て詐欺。 ■ 「電話番号が変わった」と言われたら、徳用せずに元々知っている電話番号へかけてみる。 ■ 家族や親族の間で合言葉を決めておく。 ■ 慌てずに、まずは家族や警察へ相談する。 	<p>市役所などの職員になりすまして電話をかけてきます。「年金の未払い分を支払います」、「税金が戻ります」などと誘って、お金をだまし取る詐欺です。</p> <p>手口は…</p> <ul style="list-style-type: none"> ■ 「手続きはATM」でできます。〇〇スーパーのATMへ行ってください ■ 「医療費の払い戻しがあります。手続きは本日までです」 ■ 「ATMに着いたら電話して下さい。操作方法を教えます」 など <p>詐欺のどこに注意! 電話で「ATMへ行って」と言われたら詐欺!ATMでは還付金は受け取れません。</p> <p>詐欺にあわないための大事なポイント</p> <ul style="list-style-type: none"> ■ 「お金がらみ」や「個人情報」を聞きだそうとする電話は全て詐欺。 ■ 慌てずに、まずは家族や警察へ相談する。 	<p>電話のほか、メール、ハガキ、封書などを送り付けてきて、ありもしない架空の費用を支払わせようとする詐欺です。</p> <p>手口は…</p> <ul style="list-style-type: none"> ■ 「総合情報サイトの未納料金が発生しています。支払わないと裁判を起こします」 ■ 「延滞金があります。至急対応しないと差し押さえを行います」 など <p>詐欺のどこに注意! コンビニのサービスを悪用して支払わせようとする。</p> <ol style="list-style-type: none"> 1 アマゾンギフト券などの電子マネーカードを購入させ、カードを利用してためのIDを教えるように仕向ける 2 ロッビー、ファミポートなどのマルチメディア端末を操作させ、分からないうちにお金を振り込ませるように仕向ける 3 コンビニのレジで、収納代行決済での支払をするよう仕向ける <p>詐欺にあわないための大事なポイント</p> <ul style="list-style-type: none"> ■ 「お金がらみ」や「個人情報」を聞きだそうとする電話は全て詐欺。 ■ 電話やメールなどで支払方法を指示されても従わない。 ■ 怪しいメールや郵便物は無視し、書かれている連絡先にも連絡しない。 ■ 1人で悩まず、まずは家族や警察へ相談する。

On June 1, 2018, transcosmos held an opening ceremony at its “MCM Center Oita” to mark the launch of the operations.

Mr. Hideyuki Kudo, Division Manager of Community Safety Department at Oita Prefectural Police said;

“We sincerely appreciate transcosmos for its commitment to working on our Special Fraud Prevention Call Center Business. The special frauds are vicious crimes that rob valuable assets of our citizens by taking advantage of their anxiety and good will. We hope transcosmos call center agents to protect as many Oita prefectural citizens as possible by making convincing warning calls. We fully understand the difficulty of their operations, however, the calls will work as a cornerstone for protecting our citizens from fraud cases. We sincerely hope all the members to work with a strong determination for the fraud prevention.”

Kenshi Matsubara, Senior Corporate Executive Officer and Headquarters Manager of Digital Marketing, E-Commerce and Contact Center Headquarters of transcosmos said;

“We are honored to be entrusted with Special Fraud Prevention Call Center Business which contributes to the creation of a safe and reliable community for the citizens of Oita prefecture. We appreciate Oita prefectural government and its citizens for their huge support for our MCM Center Oita, a center which is in charge of call center operations, since its opening in September 2016. Taking this opportunity, we would like to return the favor and will strive to protect as many Oita prefecture citizens as possible from special fraud cases and meet the expectations of Oita Prefectural Police.”

■ Opening Ceremony



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* Other company names and product or service names used here are trademarks or registered trademarks of respective companies.

About transcosmos inc.

transcosmos launched its operations in 1966. Since then, we have combined superior “people” with up-to-date “technology” to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services that support clients’ business processes focusing on both sales expansion and cost reduction through our 172 locations across 33 countries with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients’ excellent products and services to consumers in 49 countries around the globe. transcosmos aims to be the “Global Digital Transformation Partner” of our clients, supporting the clients’ transformation by leveraging digital technology, responding to the ever-changing business environment.

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