



Enhancing fraud awareness

Description

The AfroCentric group is a proud supporter of International Fraud Awareness Week. The Group Forensics team hosted a number of initiatives during the week of 17 – 21 November 2025.

In support of International Fraud Awareness, the Internal Investigations Team hosted two Information Desk sessions and two comprehensive fraud awareness training sessions to enhance employee awareness of emerging fraud risks, industry trends, and organisational vulnerabilities.

The sessions featured expert speakers from key industry bodies, each providing valuable insights into fraud trends and preventative measures.

Elmi Kemp from the Southern African Fraud Prevention Service (SAFPS) addressed:



- Victim listings and the support provided to individuals impersonated in identity fraud cases.
- Protective registrations as a proactive safeguard against attempted identity fraud.
- The rise of Yima scams, including tactics used to deceive consumers.
- The “Just Say Goodbye” campaign, which encourages people to immediately end suspicious

calls or communications.

Diphapang Tladi from Nedbank provided insights on:

- The increasing prevalence of refund scams.
- Processes followed by banks once fraud is identified.
- Circumstances under which bank accounts may be frozen as a protective measure.
- The steps taken to recover funds, with emphasis on how banks collaborate with other institutions.

Elmie Coetser from the South African Banking Risk Information Centre (SABRIC) covered:

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- How SABRIC supports banks and consumers in dealing with fraud and scams.
- Their collaborative efforts with banks to combat financial crime.
- Key insights on refund scams and how criminals exploit trust.
- The distinction between authentic documents and AI-generated forgeries, which is a growing concern in modern fraud schemes.

Romy Naidoo from our own Internal Investigations team delivered an in-depth presentation on:

- Refund scams that have specifically targeted our Schemes over the past few years.

- The financial impact of these scams on our organisation.
- The importance of fraud prevention strengthened controls, and early detection.
- The circulation of forged and manipulated documents, including how these are used to support fraudulent claims.

A number of pop-up and ticker tape messages were distributed across the business, sharing impactful insights on fraud prevention. The Forensics team spent the week developing themselves by attending various webinars hosted by industry leaders.

Category

1. Our Knowledge Centre

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