

Book Your AYATickets Now

Step inside Dubai's favorite immersive experience. Unlimited day ticket for just AED 135.

AYA Universe

Book Now

INDIA TODAY

AAJ TAK

GNTTV

LALLANTOP

BUSINESS TODAY

BANGLA

MALAYALAM

NORTHEAST

BT BAZAAR

HARPER'S BAZAAR

SPORTS TAK

Magazine

Live TV

Search

Home

TV

Magazine

Puzzles

Life+Style

India

South

Global

Business

Sports

Technology

Showbuzz

Newspresso

Specials

Videos

Short Videos

Fact Check

Other News

Election Hub

News / Fact Check / Ever got a video call from Flipkart Support? What happened to me on Raksha Bandhan

Ever got a video call from Flipkart Support? This is what happened to me on Raksha Bandhan

My Rakhi gift was about to turn into a Rakhi gift. Here's how I avoided that and what you should also do.

Live TV

Share

ADVERTISEMENT

JustAnswer

Ask an Expert Online 24/7

DeeperDive

Flipkart has shared a detailed post on how to spot fake accounts.

Jyoti Dwivedi X
New Delhi, UPDATED: Aug 21, 2024 17:02 IST
Posted By: Rishabh Sharma

While most Monday mornings fill me with dread, August 19 began on the most perfect of notes. The chatter of cousins and the intoxicating aromas of khoye ki barfi and dal kachori woke me up on that fateful sunny morning in Kanpur, my home town. It was Raksha Bandhan and I couldn't wait to see what my brother had got me this year.

ADVERTISEMENT

As I tied the Rakhi around his wrist, my eyes wandered around, trying to see if my brother was hiding my gift behind his back. He wasn't. He teased me for a few minutes, claiming he had forgotten to buy me anything this year. I playfully indulged his excuses, till he finally admitted that my gift was on its way: A brand new smartphone!

It took me no time to bully him into giving me his phone so that I could track the package online. The Flipkart app showed that the phone would be delivered the same day. Great. But I was impatient. And I ended up calling the number listed for the delivery person, who politely mentioned he'd reach my place in a couple of hours.

STORIES YOU MAY LIKE

Got all hope: Jharkhand nurse consumes poison after inaction in rape allegations

Dhurandhar's Shararat gets 100 million views: I am here to rule, says Ayesha Khan

Indian man treats homeless American couple to food and water on New Year's Day. Video viral

But a couple of hours passed, and then some. I called him again. He said he was on his way to my home and would reach in an hour. When he didn't show up again, I called him once more. He apologised for the delay but assured me my phone would reach me the same day. And then, he went awol. Sometime around the afternoon, Flipkart informed us that the delivery was delayed and that I would receive my brand-new phone in four days.

MAKE INDIA TODAY MY TRUSTED SOURCE

ADVERTISEMENT

Powered By VDO.AI

Obviously, I was both heartbroken and furious. The customer service chatbot gave me automated responses, which only added to my fury. Finally, I did what most separate customers do when they fail to get results. I took to X to complain to Flipkart.

Within minutes, I got a response from two different X accounts called Flipkart Support, which provided "customer service" phone numbers. Immediately, I found this fishy. For one, neither account replied to my post – rather, they quoted my complaint. And when I took a closer look at the account handles, I was in no doubt this was a scam. The X handles were "@flipkart2468" and "@BonmKumar54580", clearly indicating they weren't official accounts.

← Post

flipkart support
@flipkart2468

We apologize on behalf of Flipkart Support, We are sorry About Your Concern Please Reach Us Our 24/7 Helpline No ☎️ : 9007835629. Any Issue for the inconvenience caused to you. to assist you better thanks x.com/journalistjyot...

This post is unavailable.

8:53 PM · Aug 19, 2024 · 7 Views

← Post

Flipkart support
@BonmKumar54580

We apologize on behalf of Flipkart Support, We are sorry About Your Concern Please Reach Us Our 24/7 Helpline No ☎️ : 8849676479 Any Issue for the inconvenience caused to you. to assist you better thanks x.com/journalistjyot...

This post is unavailable.

8:53 PM · Aug 19, 2024 · 5 Views

As a journalist who has investigated online scams and frauds for years, my "Spider-Sense" was tingling. I decided to see where these numbers would lead me. So, I gave one of them a call.

The person on the other end patiently listened to me and assured me that my phone would be delivered the next day. He added that he had escalated the matter to his senior manager who would call me soon. "Please do receive the call," he insisted before hanging up.

ADVERTISEMENT

JustAnswer

Ask an Expert Online 24/7

OPEN

To my surprise, the call I received next was a WhatsApp video call. While the profile picture featured the Flipkart logo, the question anyone should ask at this point is: What official customer support helpline video calls you?

I picked up the call but immediately switched off my camera. The person on the other end kept insisting that I switch on my camera. "If you do not want to show your face, you can flip the camera. But it is necessary to keep the camera on during our call," he said. This, again, should be a red flag for anyone. Why would you need to keep your phone camera on during a customer service call?

And then came the show-stopper. The person on the other end asked me to click on the "three dots" in the bottom left corner of the call and select the first option. If I did this, I would end up sharing my phone screen with him, something you can do on a WhatsApp video call.

ADVERTISEMENT

Obviously, I refused. And in case you experience this, so should you!

There is no good reason to share your screen with a stranger ever. And the person on the other end tried to justify this with vague reasons like "standard procedure". It's not.

After insisting for a couple of minutes, he gave up, and hung up the call before threatening, "Let's see how your problem gets resolved now!"

The scammers bit off more than they could chew by trying to defraud me. But here's how things would have gone had I not been vigilant:

Step 1: They would get you on a WhatsApp video call.

Step 2: They would get you to share your screen with them.

Step 3: They would then send you a request from a malicious app and note down the OTP (one-time password) when it pops up.

Step 4: They would use that to drain your bank account.

THE 'FLIPKART' SCAM

After this episode, I checked and found that multiple X accounts like these try to defraud people by responding to them with fake customer service numbers. In fact, [Flipkart has shared a detailed post](#) on how to spot fake accounts like these.

Watch Live TV

Remember Jenny Ryan? You Better Sit Down Before You See Her Now

Play this game for 1 minute and see why everyone is addicted.

Get 1 Million Cover @ AED 4/Day

WIN Trading Prizes with Trivia [Join Now]

Are you ready to conquer a planet?

If Trump can, Modi should too: Owaisi wants Maduro-like capture of Masood Azhar

'Sorry, everyone': IIT Kanpur student found hanging in hostel room, leaves note

25 of the Best Cities to Live In

I was suffering from neck pain then I discovered this simple trick

Travel Guide: 20 Blue Flag Beaches with Unforgettable Views

استخدم الخراب لهذه الحيل في المنزل، وراقب ما يحدث

Do you have a mouse?

Bangladesh writes to ICC, seeks to move T20 World Cup matches out of India

Suryakumar Yadav used to message me a lot: Bollywood actor makes explosive claim

ADVERTISEMENT

Chat with an expert Online Now

A Technician Will Answer Your Questions in Minutes. Chat Now.

ALSO WATCH

PSU banks and metals look attractive despite muted market, says expert

Amit Shah: Bengal Industrially Ruined, Infiltration Threatens State's Existence

UP Woman Cop Caught On Cam Threatening To 'Pee On Driver's Face' In Meerut

Ad-lite experience with Premium content

SUBSCRIBE NOW

READ THIS

Why do people eat 12 grapes at midnight on New Year? The tradition explained

Ikki's director Sriram Raghavan admires Aditya Dhar but won't make a Dhurandhar

Education is key to tribal development: President Droupadi Murmu in Jharkhand

Recommended

16 Most Expensive Rentable Private Islands (per night) In the World

Naomi Osaka optimistic ahead of Australian Open after falling ill at United Cup

[Pictures] The only WD-40 trick everyone should know

How Ajay Devgn reacted to Akshaye Khanna's abrupt exit from Drishyam 3

2 LAKHS MONTHLY PENSION

NRIs Are Getting Eligible For INR 2 Lakh Monthly Pension On Retirement. Invest 18K/M

Never Put Eggs In The Refrigerator. Here's Why...

Ashish Vidyarthi, wife Rupali injured in road accident, actor shares update

She Sticks A Rose Stalk Into A Potato And Look What Happens A Week Later.

Indian dad's 'mandatory' last-minute train boarding stunt leaves Internet nostalgic

Promoted Links by Taboola

TARRYTOWN JEWELERS

For the Best Fine Watch Selection

ALL MAJOR BRANDS New & Pre-Owned

THE WORLD'S FINEST WATCHES

#1 Indoor Experience Dubai

Step inside Dubai's favorite immersive experience. Unlimited day ticket for just AED 135

AYA Universe

Book Now