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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.

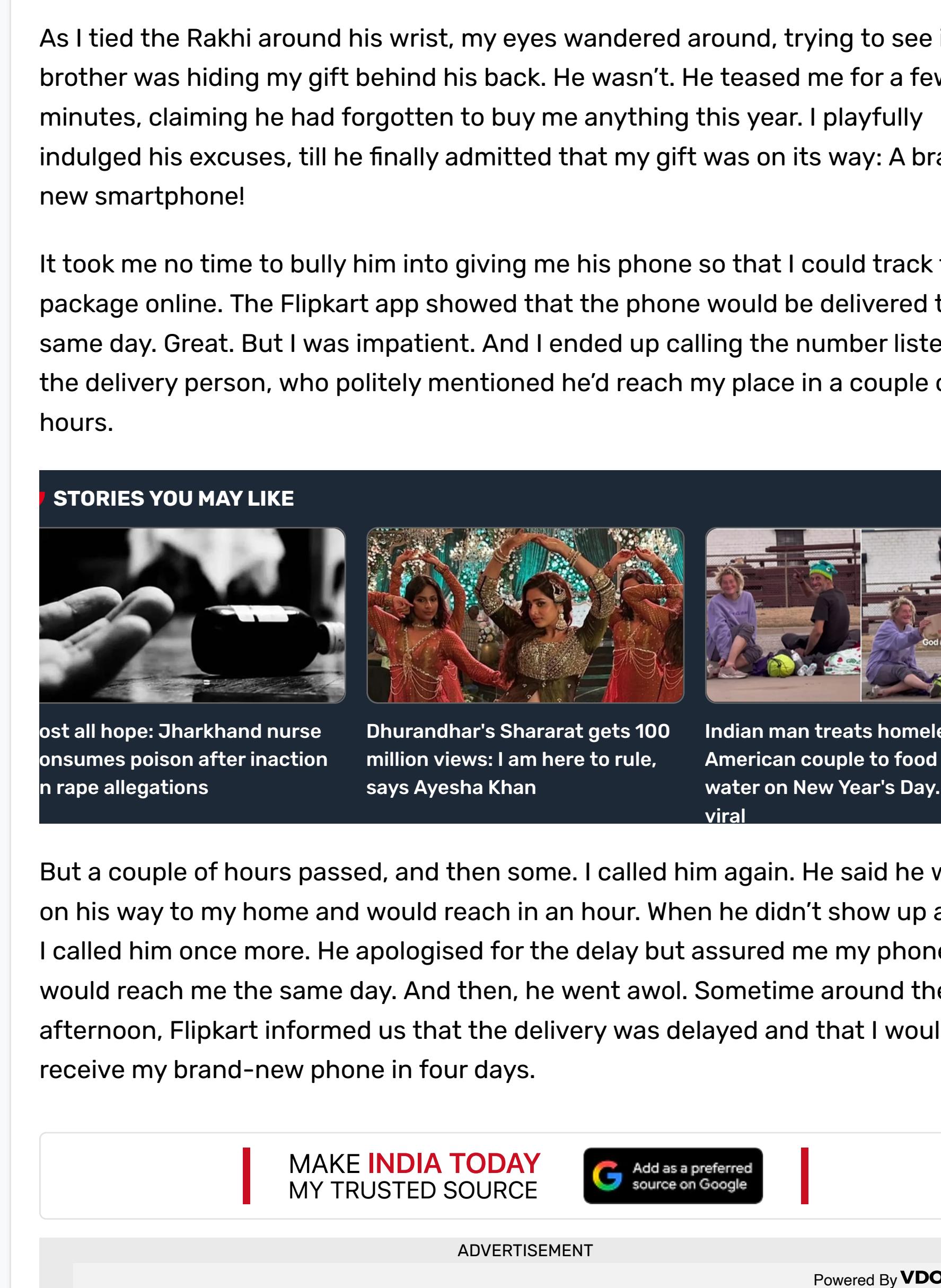
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Flipkart has shared a detailed post on how to spot fake accounts.

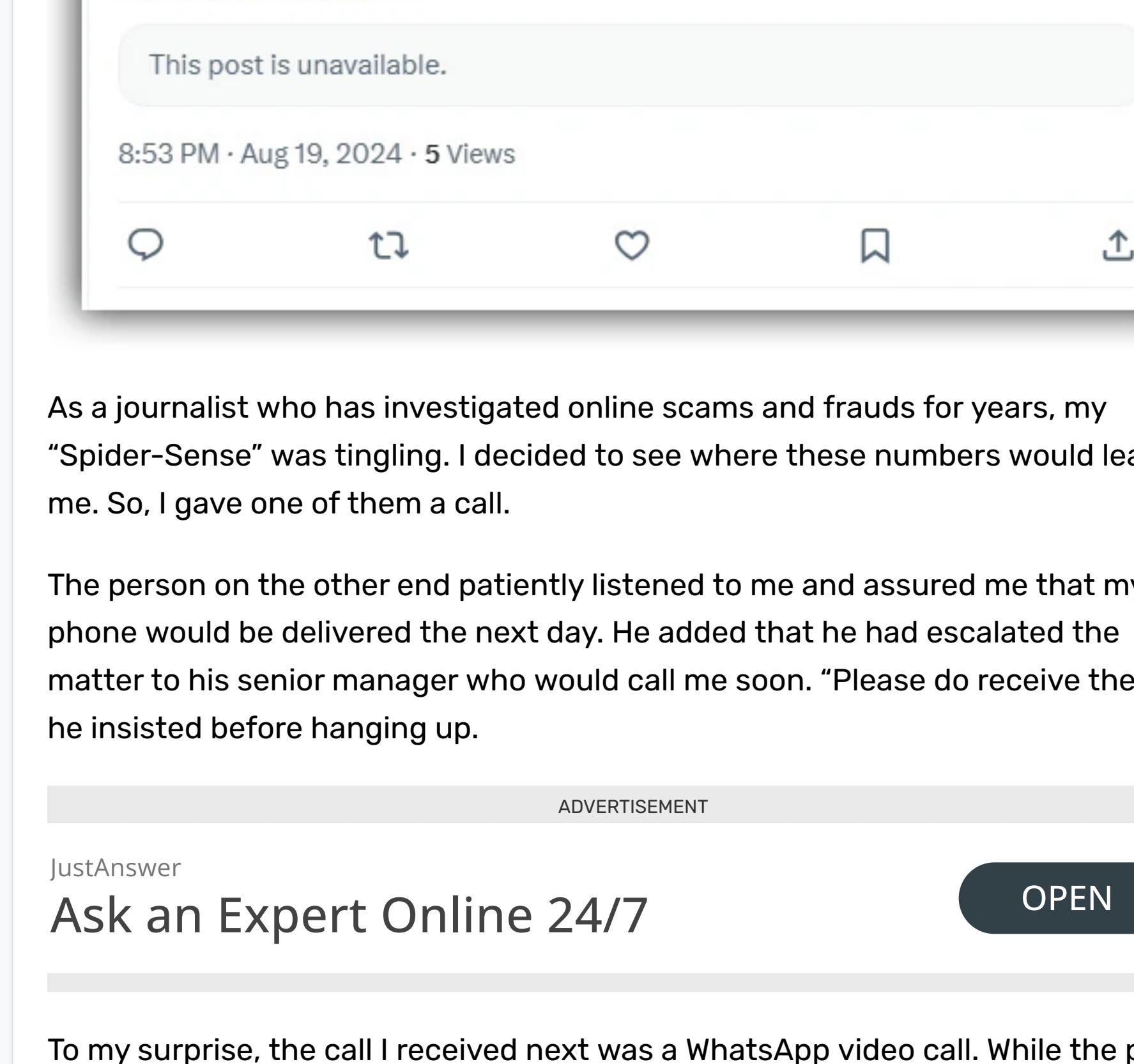
 **Jyoti Dwivedi** X
New Delhi, UPDATED: Aug 21, 2024 17:02 IST
Posted By: Rishabh Sharma

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 khoya 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.

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.

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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.

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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 desperate 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...

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8:53 PM · Aug 19, 2024 · 7 Views

Post

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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.

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.

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 responded and found that multiple customer service numbers like these in fact, [Flipkart has shared a detailed post](#) on how to spot fake accounts like these.

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