



Bank of Botswana

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PUBLIC NOTICE

ALARMING RISE IN FINANCIAL SCAMS TARGETING BANKING AND MOBILE MONEY PLATFORMS

The Bank of Botswana would like to caution members of the public about the increasing prevalence of financial scams, particularly those involving fraudulent financial activities conducted through mobile networks, mobile money services, and other accessible commercial banking platforms. The impact of these crimes has been particularly notable among vulnerable populations, notably the elderly and the young, with pensioners and high-net-worth individuals being targeted.

In 2024, the Botswana Police Services (BPS) reported a total of 175 cases of fraudulent transactions, amounting to P8.16 million in losses. As of mid-2025, there have been 32 new cases documented, resulting in additional losses of P2.26 million.

Recent investigations indicate that a significant number of crimes are linked to customers being deceived into divulging personal account information that fraudsters use to illegally withdraw money from customer's bank accounts. In this regard, the public is advised to be vigilant when utilising with mobile and online banking platforms, including taking calls from people purporting to be representatives of banks, or certain shops and companies claiming to run competitions where people are said to have won prizes. The public is advised that winners are never asked to pay a fee to receive a prize, and should not disclose their account details without conducting due diligence. The safest action is to desist from providing account information to individuals you do not know or are not in contact with in person.

The Bank notes that the banking and mobile platforms designed to improve customer convenience also pose vulnerabilities. For instance, self-service banking platforms and related applications are easily identifiable on mobile devices such as mobile phones, laptops and tablets. These platforms and devices have been exploited by fraudsters, who often gain unauthorised access to customer accounts, sometimes with the owner's consent or consent under duress.

Any suspicious activity should be reported to the relevant authorities before financial transactions are completed and account details disclosed. Suspicious communication should be reported immediately to the police at 999 or verified through official channels.

For further information, please contact, Dr. Seamogano Mosanako, Head of Communications and Information Services, at mosanakos@bob.bw or by telephone at +267 360 6083 or +267 360 6382 or +267 360 6315.