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# BKASH SCANDAL IN BANGLADESH

Digital Hundi, Fraud, and Security Challenges

# Background

- bKash is Bangladesh's leading mobile financial service (MFS) provider.
- Processes trillions of taka in transactions annually.

# Key Scandals & Incidents

- May 2025: 2,887 agent accounts closed for money laundering.
- May 2023: Tk 46 crore laundered via distributor house.
- Apr 2023: Youths arrested for conducting hundi via bKash.
- 2020–2024: Numerous scams via phishing and fake bKash support calls.

# High-Profile Scam Cases

- Renowned Actress account hacked; lost Tk 160,000.
- Tea vendor scammed out of Tk 65,000 via fake customer service call.
- Gangs arrested for OTP theft and SIM fraud using agent logbooks.

# Mechanism of Fraud

- Phishing via SMS and voice calls posing as bKash support.
- Social engineering to extract OTP and PIN.
- Agents misused logbook data to target customers.

# Consequences and Law Enforcement

- Multiple arrests by CID, RAB, DB police.
- bKash blocked rogue agents and refunded some victims.
- CID filed lawsuits for large-scale laundering operations.

# Impact on Users

- Frequent financial losses reported daily.
- Most victims are unaware of fraud tactics.
- Significant trust issues among rural users.

# bKash's Response

- Awareness campaigns: urging not to share OTPs/PINs.
- Collaborations with law enforcement.
- Limited fraud prevention through app restrictions.



# Lessons and Recommendations

- Educate users through ongoing campaigns.
- Enhance app security: device lock, OTP throttling.
- Audit agents regularly; detect abnormal behavior.
- Strengthen legal enforcement and data protection.