



The Investigator Newsletter

From a Silent Call to Identity Theft



About Us

Since 2000, BCSI Investigations Inc. has performed thousands of successful investigations. Our integrated team of investigators and support services ensure that the investigations are conducted in a timely fashion with leading-edge techniques.

With over 20 years of experience, BCSI Investigations Inc. is the platinum standard for private investigations.

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What is a silent call?

Silent calls consist of three main steps:

Step 1. Building a list

Criminal rings can obtain your 10-digit phone numbers through a variety of databases. Examples of these databases can include signing up for a big retailer like Walmart, which then gets hacked, or signing up to win a contest online.

Once your number is found, it is then placed into an automated system, which randomly generates silent "robocalls".

Initially, the call you receive will be silent. This is because the automated system is listening to detect any voices, or even noises like a snuffle or cough, to confirm that your phone number is in fact real.

Step 2. Obtaining your sensitive and personal information

If you picked up the call and made any noise, your phone number has now been marked as a legitimate person and you will begin to receive scam calls from automated systems pretending to be a variety of entities. In many cases, you will be tricked into believing you are receiving a call from the CRA or your banking institute.

A pre-recorded voice system will prompt you to dial certain

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numbers and enter sensitive personal information, however, you must not! These automated systems tend to appear very similar to legitimate entities, which can be very deceiving. Written below is what marks the difference between a legitimate entity versus a **fraudulent** one.

If you think of backing out, you will most likely be given a warning or threatened. However, you must remember that a legitimate entity will never threaten you and will never call you on the phone asking for your sensitive personal information.

Step 3. Hijacking your account

If you fell for the **scam**, your sensitive/personal information will now be at the hands of the phone call fraudsters, which is not good.

Scammers can then call your financial institution and pretend to be you through a variety of techniques. Once the **scammer** is in your account, they can then change your address and drain all of your money. After this, they will disappear for good.

As we always say here at **BCSI**, if you have a gut feeling that something is off, trust your instincts! Never give out personal and/or financial information to people you do not know over the phone or via the internet.

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