

Building Smart Defenses with Prevention of Digital Fraud and Money Mule Program

**Strengthening frontline vigilance to combat fraud
and protect customers**

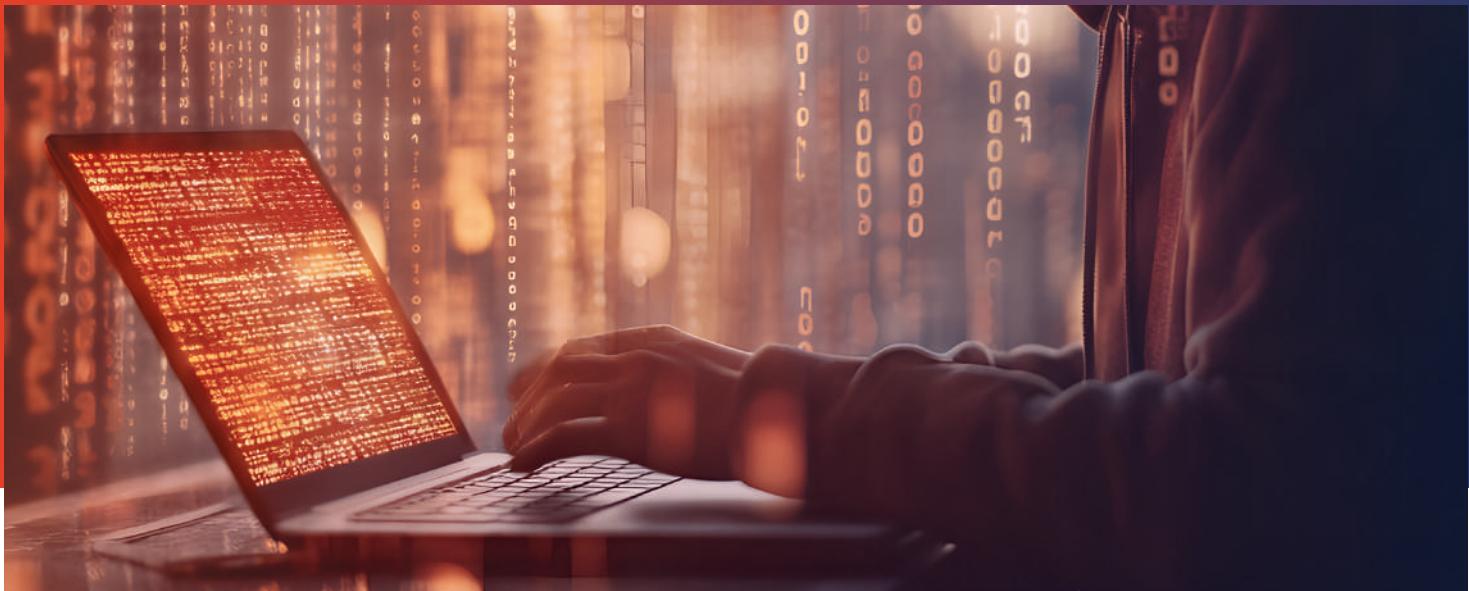
Program Overview

In today's digital-first world, fraudsters are faster, smarter, and more relentless than ever. From complex phishing attacks to organized money mule networks, the risks facing financial institutions are no longer just operational, they strike at the very core of customer trust and institutional credibility. Combating these threats requires more than awareness; it demands a new level of intelligence and preparedness.

The **Prevention of Digital Fraud and Money Mule Program** is a flagship initiative designed to transform branch staff into the first line of defense against emerging fraud risks. Delivered through expert-led sessions, immersive case studies, and actionable insights, this program goes beyond theory to empower participants with practical frameworks, investigative acumen, and regulatory alignment.

Through this program, banking professionals will not only sharpen their ability to spot early warning signals but also gain the confidence to act decisively, protect customers, and reinforce their institution's reputation for security. This program is a critical investment in future-proofing your bank against one of the most pressing challenges of the digital era.





Program Schedule

An intensive one-day program that equips branch staff to combat digital fraud and money mule risks. Backed by RBI Master Directions summaries and a Red Flag checklist, the sessions deliver clear regulatory guidance and practical tools for tellers, service representatives, relationship managers, and operations staff.

Session 1

Introduction to Digital Fraud

9:30 AM – 10:30 AM

- Overview of digital fraud in India
- Common types: phishing, vishing, SIM swap, account takeover
- RBI's latest fraud statistics and trends
- Case studies of recent fraud incidents

Method: Presentation and interactive Q&A

Reference: RBI Master Directions on Fraud Risk Management

Session 2

Understanding Money Mules

10:45 AM – 12:00 PM

- What are money mule accounts?
- How fraudsters recruit mules (social engineering, job scams)
- Legal implications for account holders
- RBI's MuleHunter.AI initiative

Method: Role-play scenarios and video explainers

Reference: RBI Innovation Hub's MuleHunter.AI

Session 3

Red Flags & Detection Techniques

12:00 PM – 1:00 PM

- Behavioral and transactional red flags
- Early Warning Signals (EWS) and Red-Flagged Accounts (RFA)
- Tools and techniques for frontline staff
- Reporting protocols and escalation matrix

Method: Guided lecture and case-based group activity

Reference: RBI Fraud Risk Management Framework

Session 4

Cybersecurity Awareness for Branch Staff

2:00 PM – 3:00 PM

- Safe digital practices (MFA, password hygiene, phishing detection)
- Internal fraud risks and mitigation

Method: Guided lecture and quiz

Reference: DFS directive on AI/ML for fraud prevention

Session 5

Customer Education & Advocacy

3:15 PM – 4:15 PM

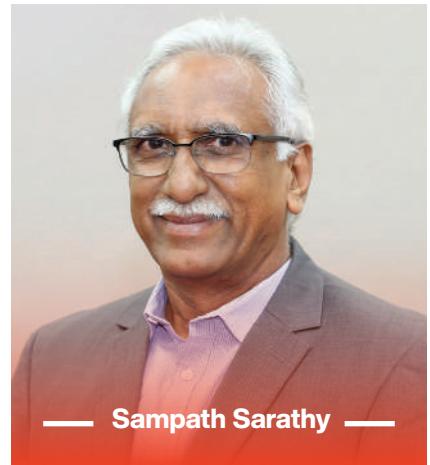
- How to educate customers on fraud risks
- Handling suspicious customer behavior
- Communication templates and outreach strategies

Method: Guided lecture

The program concludes with an interactive Q&A, collection of participant feedback and presentation of certificate.

The Mentor Behind The Program

Sampath Sarathy is a distinguished professional with over 40 years of experience in the Banking and Financial Services sector. His extensive industry roles included heading the NRI Business Centre and the Forex Processing Centre. As a faculty at MABFSI, his core expertise lies in designing programmes, content preparation, and client engagement, specializing in training areas such as Forex, Trade Finance, Business Credit, Retail Banking, Branch Operations, and KYC & AML.



— Sampath Sarathy —



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About Us

Established in 2008, Manipal Academy of BFSI, a UNext Learning entity and part of the Manipal Education and Medical Group (MEMG), is a premier institution that provides industry-relevant education and training for both freshers and experienced professionals in traditional operations, sales, and new-generation roles within the banking, financial services, and insurance sectors.

With a focus on innovation and learner-centricity, UNext Manipal Academy of BFSI offers a wide range of programs designed to equip individuals with the skills and knowledge to thrive in the BFSI industry. Today, the academy of BFSI annually trains over 15,000 BFSI industry professionals for its industry partners.

With our expertise and deep understanding of market needs, our goal is to create the leaders of tomorrow and build a top-notch workforce for the BFSI industry.



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Professionals Trained



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Partnerships



220+
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1 In 5 Bankers
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1,00,000+ First-Time
Professionals Trained



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