



PARTNER LIST

Scam Hotline Terms and Conditions
IVR Partners

IVR OPTION

This document displays the list of partners loaded on the IVR, their respective sector and their position on the IVR menu.

YiMA

Sector	Partner	IVR Option	Email
Press 1 for Banks	ABSA	Press 1	
	Nedbank	Press 2	
	Standard Bank	Press 3	
Press 2 for Retailers	Mr Price Group	Press 1	Fraud@mrpg.com
	TFG Group (Truworths Foshini Group)	Press 2	Forensicdept@tfg.co.za
Press 3 for Micro-Lenders	Direct Axis	Press 1	reportfraud@directaxis.co.za
Press 4 for Telecommunications	MTN	Press 1	
Press 5 for Police	10111	Press 1	

Terms and Conditions:

- SAFPS / [Yima Privacy Policy](#) and [Terms and Conditions](#) apply when using the Yima Scams Hotline. Visit our website www.yima.org.za for details.
- Calls via the Yima hotline maybe recorded.
- All calls to the Yima hotline are charged at standard cellphone rates. For all consumers calling from an MTN number the call is free of charge.
- The call will only be considered reported once the call center agent from the respective partner institution answers the call and provides you with a call reference number.
- You may report an incident online via the Yima website, however, please ensure to report the incident directly to your bank first using either the Yima hotline for participating banks or call the bank's direct fraud line contact center for non-participating banks.
- Yima acts only as a channel to report an incident to the respective partner. All incidents reported are investigated directly by the partner. Please contact the partner for any progress updates and further information post reporting the incident.



I'VE BEEN SCAMMED! What should I do?

REPORT TO THE POLICE

- Open a case with the police

REPORT TO YOUR BANK

- Call your bank's fraud hotline & report the incident
- Stop/reverse any payments & stop any fraudulent debit orders

UPDATE YOUR PASSWORDS

- Change your online banking, cloud storage, computer, store accounts & cellphone passwords
- DO NOT share your passwords or save them to your devices

SAFPS PROTECTIVE REGISTRATION

- Register for an SAFPS Protective Registration to prevent identity theft

ALERT FAMILY & FRIENDS

- Notify others of the scam so they don't become victims of such scams

REPORT TO BUSINESS

- A fake or suspicious online shopping site
- The payment/banking details to a trusted or legitimate business have been altered
- Report such incidents to the real company impacted for action & prevention

REPORT TO YIMA

- Report the incident here & provide any evidence to support the report
- Your report could help protect you & your family from further scams
- Reporting could also help to identify syndicates

QR Code: 



YIMA
Stop. Think. Don't get scammed!

MTN

**Proud Sponsor of the
Yima Scams Hotline.**