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PETALING JAYA: Tenaga Nasional Bhd (TNB) has advised customers and the public to be wary of suspicious calls claiming to be from the utility company.

TNB issued the reminder after a customer in Terengganu was scammed by an individual who introduced himself as a TNB employee over the phone.

In a post on its Facebook page, TNB CareLine said it was aware of the incident and expressed sympathy to the victim. It added that the company is reviewing the relevant information and will work closely with the authorities to facilitate further investigations, Bernama reported.

The public was also reminded not to disclose personal information such as identity card numbers, addresses or account details over the phone without proper verification. As a security measure, TNB advised customers who receive suspicious calls to contact TNB CareLine at 1300-88-5454 for verification.

Earlier, a 71-year-old female government pensioner from Batu Rakit, Kuala Nerus, Terengganu, lost RM50,000 after falling victim to a phone scam syndicate.

Kuala Terengganu district police chief Asst Comm Azli Mohd Noor said the victim received a call from a suspect posing as a TNB officer on Jan 29, claiming her name had been misused to register a modified TNB meter for electricity theft in Pahang. The call was then transferred to another suspect posing as a police officer.

Fearing legal action, the victim transferred RM50,000 to five different bank accounts as instructed, before realising she had been scammed.