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**KUALALUMPUR:** Tenaga Nasional Bhd (TNB) on Sunday stressed that individuals who contacted one of its customers by phone while impersonating its officers do not represent the company.

In a statement posted on its TNB CareLine Facebook page, the utility company said it is aware of and sympathises with a phone scam incident reported in Terengganu involving a 71-year-old female government retiree from Batu Rakit, Kuala Nerus, who reportedly lost RM50,000.

TNB said it is reviewing the

matter and will work closely with the authorities for further investigation.

It also advised customers and the public to remain vigilant against suspicious calls claiming to be from the company and not to disclose personal information, including identity card numbers, addresses or account details, without proper verification.

Customers who receive dubious calls are urged to contact TNB CareLine at 1300-88-5454 for confirmation.

On the case, Kuala Terengganu

police chief ACP Azli Mohd Noor said the victim received a call on Jan 29 from a suspect posing as a TNB officer who claimed her name had been misused to register a modified TNB meter for electricity theft activities in Pahang.

The call was then transferred to another suspect impersonating a police officer. Fearing legal action, the victim transferred RM50,000 to five different bank accounts as instructed before realising she had been scammed after being unable to contact the suspects. — Bernama