TraceKit NAIJA

Fraud on your business account? Your first 72 hours.

A free checklist for Nigerian business owners and bookkeepers. Print it, pin it near whoever makes payments.

First hour
Stop the money moving

- [ ] **Call your bank's fraud desk now.** Use the number on your card or the bank's official website, never one from a message.
- [ ] **Ask them to place a lien (freeze)** on the receiving account. Give the amount, time and session ID. Note the time and the name of the person you spoke to.
- [ ] Change your banking password and PIN, log out other devices, and call your network if you suspect a SIM swap.

Same day
Put it in writing

- [ ] **Email or use the bank's complaint form** as well as calling. Keep the reference number.
- [ ] **Save everything:** statement page, debit alert, emails, WhatsApp chats, invoices, call logs. Screenshot with dates showing.
- [ ] Tell staff: **no payments to new or "changed" accounts** without a call-back on a number you already have.

Within 72 hours
Report fully

- [ ] Make sure your bank has your **written report within 72 hours** of the transaction. The CBN's draft framework for this kind of fraud (Nov 2025) ties refunds to reporting within 72 hours. Confirm the current rules with your bank.
- [ ] **File a police report** through the official Nigeria Police cybercrime channels, or report to the EFCC. Keep the reference.
- [ ] Ask your bank which banks the money went to next, and **request a lien at every hop**.

After
Follow up

- [ ] Note the date your bank must **acknowledge** and **conclude its investigation**, and chase on those dates.
- [ ] No resolution after about two weeks? **Escalate to the CBN** Consumer Protection Department (cpd@cbn.gov.ng) with your bank's reference.
- [ ] **Beware "recovery agents"** who promise to get your money back for a fee. That is often a second scam.

Watch for these warning signs: new or changed beneficiary · account name that doesn't match the supplier · credit alert not in your statement · urgent payment request by phone or WhatsApp · payments split just under your approval limit.

Track every case, deadline and naira in one place with the **Fraud Trace Kit**. **Ask about it on our page**

This checklist is general information, not legal or financial advice, and it does not guarantee recovery. Confirm rules and contacts with your bank and on cbn.gov.ng.

TraceKit Naija · Nov 2026