



Douala, 12th September, 2024.

## Beware of scams!

Eneo Cameroon has been made aware of numerous attempts to defraud its customers. Unscrupulous individuals posing as Eneo employees are harassing many of our customers and trying to extort money from them. This takes the form of :

- Threats of disconnection and removal of meters if payment is not made immediately;
- Sale of fraudulent prepaid meters;
- Promise of rapid processing of connection applications, etc.

### How to identify a scam

#### Unauthorised payment:

Our employees must refrain from asking you for unauthorised payments (*in cash or over the counter*). All payments are made in our agencies or at our approved partners against a receipt. Connection applications are free of charge and can be made either online or via a PERACE-approved collector.

#### Threats and intimidation:

Our employees are expected to behave in a professional, and respectful manner and should never threaten you for any reason whatsoever.

#### No identification:

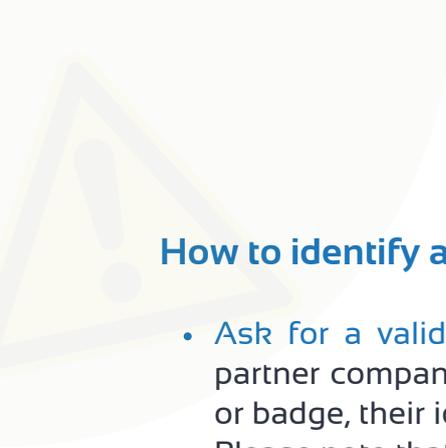
A bona fide Eneo employee must show you a valid form of ID and a mission order.

### What to do if in doubt

- Categorically refuse any suspicious request.
- Never share your personal information.
- Report any suspected scam immediately to our customer service team, available 24/7 on **8010** or LiveChat at <https://my.eneocameroon.cm> or **698 280 000**.



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## How to identify an Eneo employee

- **Ask for a valid identification document:** Any Eneo employee or employee of a partner company on an assignment must be able to show you a professional card or badge, their identity card, and their service/mission order.
- Please note that an Eneo employee or any normal subcontractor will not ask you to pay money directly to them.

Be vigilant and report any suspicious behaviour. Report any attempted fraud or scam to [698 280 000](tel:698280000) (call charges apply) or <https://eneo.ethicspoint.com>.

Your security and satisfaction are our priorities.

**Eneo Communications**



Live Chat



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