



9th October 2026

“Don’t call the criminals” - case volumes for payment fraud up 55% year on year – AIB Fraud Trend

Case volumes for payment fraud are up 55% from January to September 2026 compared to the same period in 2025, the latest AIB Fraud Trend reveals.

This significant increase comes as people across Ireland have been inundated with text messages purporting to be from banks which claim a transaction is on hold, and requesting that they call a number. When they do call that number, which is not their bank’s, or when a call is initiated by a fraudster, the customer is engaged by the criminals posing as their financial institution, and told they need to take action to make their money safe.

This usually involves the fraudster talking the customer through how to move their money to another account, which, it is often claimed, is a safe account. But it is not and is instead controlled by the fraudster.

James’ Story



Above, the message James recieved. AIB requested the phone number mentioned be deactivated

One customer, who we’ll call James (not his real name) received a text message from a criminal purporting to be from AIB which read “AIB – A transaction of €413.99 to Ikea.com is on hold. If you made this, reply Y. If not, call us at +35312679142”

James subsequently contacted the telephone number contained in the message. During the call, the customer spoke with an individual who claimed to be "Fiona" from AIB Card Services.

The customer queried whether his Internet Business Banking (IBB) account was also at risk. He stated that the fake agent appeared particularly interested once he mentioned the business account and advised she would check it, but required his User ID, passcode, and One-Time Code (OTC). The customer subsequently provided these credentials to the caller.

Throughout the call, which lasted approximately two hours, the customer provided multiple OTCs when requested. During this period, the customer was receiving notifications indicating that payments were being made from the account. However, the customer states he believed the fake

agent was attempting to stop fraudulent activity and therefore continued to follow the instructions provided.

This meant the fraudster was able to compromise the customer's online banking access.

The customer became suspicious after approximately two hours and contacted AIB Card Services while still connected to the fraudster. AIB immediately identified the other call as fraudulent and instructed the customer to terminate contact with the fraudster. James successfully recouped his funds.

Customer Advice

- Fraudsters will try to rush you into a decision. Always wait a sec and double check.
- AIB will never ask you for log-in details, personal access codes or one time passcodes over the phone, so you should never provide them to someone.
- Remember, criminals pretending to be bank officials are contacting people directly and they can be convincing.
- Contact the 24/7 AIB fraud support phone line using only the contact details shown on official AIB materials such as our website.
- Visit our Security Centre at [AIB.ie](https://www.aib.ie) to familiarise yourself with the latest fraud trends so you can protect yourself against them.

Adrian Moynihan, Head of Consumer with AIB said: "Just as people's phones have been inundated with fraudulent text messages, our 24/7 fraud support phone line has been inundated with customer queries about these messages and urgent requests to call a number. A text message or a call asking you for login details, personal access codes or one-time passcodes, or to move your money is a scam. We're here to support our customers and always ask them to "Wait a sec and double check" before handing over your details to someone claiming to be from your bank.

Criminals create a sense of urgency and trust. Never move money to a so-called safe account, never share security codes, and never hand over your card, PIN or cash to anyone claiming to be from AIB. If you're unsure, end the conversation and contact us directly using a trusted phone number. Taking a moment to pause could prevent significant financial loss. While AIB does our utmost to protect our customers, banks alone cannot be the solution to the increasingly prevalent problem of fraud. We work closely with industry stakeholders including social media companies, telecommunications providers, the Banking and Payments Federation of Ireland (BPFI), and the Gardaí to detect and report fraud trends "

For more information on how to protect yourself from fraud, visit our Security Centre on [aib.ie](https://www.aib.ie). Here you will also find our contact information, including our 24/7 fraud support line on 1800 24 22 27.

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