



PRESS RELEASE

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Directorate of Enforcement(ED), Chandigarh Zonal Office has conducted searches during the midnight on various illegal call centres running in Chandigarh Tricity who were duping foreign customers in the guise of providing non-existent tech support services. Such companies open overseas counterpart companies to receive such fraudulent funds through payment gateways, which are then remitted to India through banking channels as well as hawala. These companies in their website had advertised that they are into many software support services like web designing, fixed wireless internet services etc., however the details of the promoters/ directors/ team members were not mentioned. These business activities were operated in a completely clandestine manner. Even the employees were not found to be proficient in the software/ BPO skillsets.

One FSAL Technologies Pvt Ltd is found running a fake call centre doing fraudulent/non-existent tech support services by opening an overseas entity namely Bios Tech based in USA and showing support of Microsoft, HP Printers routers and other hardwares. The Director of the company Faisal Rashid Peerzada couldn't provide any agreement or certificate from Microsoft, HP or Arlo granting rights to FSAL or its affiliate's entities to provide technical support on their behalf. Also, FSAL only was accessing the back end of Bios Tech website and monitoring the payments received from customers, thereby controlling the finances of its overseas company. The company Bios webtech was also operated and managed by Indian persons and the Director of the company is Arshdeep who is friend of FSAL Director Faisal.

The Various call transcripts obtained during the search operations were analysed which ascertained conduct of tech fraud practices. The IP address of FSAL Technologies website is also hosting website of geeksworldwidesolutions.com which is a spoofing website of Geek Squad, USA, a well-known US tech company. The Directors were found to be involved in such spoofing activities without obtaining proper licenses from the concerned companies.

Similarly, the companies namely Terrasparq and Visionaire operated by one Sahu Jain are also found to be involved in doing tech fraud since 2016. While Terrasparq is said to be providing tech support to US based company CTS Mobility which is a company owned by Sahu Jain's sister Ms. Priya. These companies operate without proper agreements or licences. Sahu Jain's emails and Whatsapp chats revealed creation & usage of Microsoft popup calls link and doing periodic fraudulent payments by misusing credit cards of foreign customers in the guise of providing non-existent services to them. The website of the company promises lot of activities like mobile device management, Network and device management, Device as a service (DaaS) etc., but do not have any promoter details. The office pictures posted in the website are portrayed as the big IT Park companies, which is contrary to the reality. The photographs of the company are extracted as below.

Further investigation is under progress.

