

TIPS to avoid being scammed:

Don't assume an email, text message or phone call is authentic just because someone knows your details such as your name, address, telephone number or even your mother's maiden name. This does not mean they are genuine and who they say they are.

Never give out your bank details to anyone. The police or bank will never ask you to withdraw money or purchase items to help with an investigation.

The police or bank will never send someone to your house to collect money, bank cards or items.



**If you think you've been a victim of fraud, report it to
Action Fraud:**

**www.actionfraud.police.uk
or by calling 0300 123 2040**

**Remember to contact your
bank.**

**Thousands of people fall
victim to courier fraud
every year, with
millions of pounds
being stolen from them.**

**Please share this with
family, friends and
everyone else to stop
courier fraud.**



COURIER FRAUD

**Your guide on what
courier fraud is and
how to stay safe.**

What is Courier Fraud?

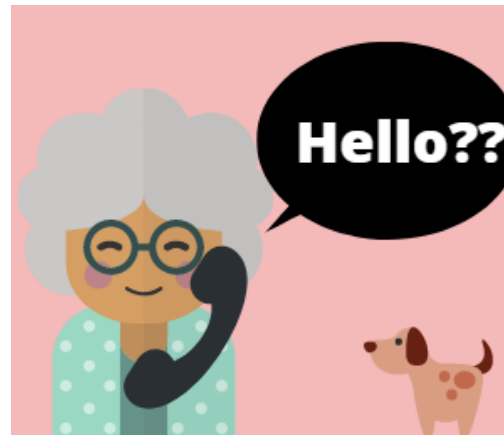
Courier fraud occurs when you receive a phone call from someone pretending to be a police officer or bank official, in reality they are a fraudster. To confirm they are from the bank or police, they may ask you to confirm the telephone number they are calling from matches the telephone number on the back of your bank card to prove they are genuine. In reality this number will be a duplicate number mirroring your bank's.

The fraudster will then make up a story and inform you on either of the following:

- Fraudulent activity has occurred on your account and money has been taken.
- They may inform you a member of staff at the bank is involved and you must not discuss this with your local bank branch.
- The Fraudster will then ask you to help with the investigation by withdrawing money from your bank, withdrawing foreign currencies, or purchasing an expensive item.
- They may tell you a password the "courier" will be using to prove they are the courier, in reality they too are the fraudster.

At the time of the handover you are promised the money or item you have handed over will be reimbursed once the investigation is over. However, this is a lie and you will have no further contact and the money or items you have handed over will never be seen again.

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