

Kent Fraud Alert System



TO STOP FRAUD™

Courier Fraud Alert

We have received several reports of courier Fraud yesterday across the county but fortunately most people recognised that it was a scam.

They will ring you impersonating the Police and state that they have arrested someone with a cloned copy of your Bank card. They will then ask you to ring 999 to confirm, however, they will stay on the line. In some instances, you will receive a call from the same fraudsters impersonating your Bank to confirm what the Police are saying and that they are working together on the fraud. It is all a scam to either get you to hand over cash or transfer monies to a so called safe account which in reality is under the control of the fraudsters. They may even ask you to hand over your card and PIN.

Remember, the Police or your Bank will never ask you to hand over either your cash or your card and PIN details. Neither will they ask you to transfer your money to a safe account.

Remember, never divulge personal information and apply the ABC of SCAM awareness, which is Never Assume or Believe and always Confirm.

So, if you get a call like this and are unsure, then use an alternative phone to the one you have been called on or if there is not one to hand, then wait 10 minutes and ring a family member or friend to ensure the line has been disconnected, as fraudsters can stay on the line. Then ring a trusted number, which in the case of the Police is 101 or your Bank 159 or the customer services number on the back of your card.

If you think that you may have been a victim of this or any other type of scam, then contact your Bank immediately, which you can do by ringing 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.

Have you been asked to withdraw cash by the police?

This is a scam.

The police or your bank will **never**:

- ask for your bank details or PIN
- ask you to transfer or withdraw and handover sums of money
- send a courier to collect your bank cards, cash or PIN



If you are unsure about a call or visitor you have received:

- Don't give out any personal or financial information.
- Hang up or close your front door to check the caller's identity.
- If they phoned you, wait 10 minutes before you use the phone again (or use a different telephone) in case they stay on the line.
- Contact their company yourself or dial 101 for the police – do not call a number they have provided.
- Report suspicious activity straight away.



**Kent
Police**

Report a non-urgent crime online www.kent.police.uk/report
Talk to us on LiveChat – available 24/7 www.kent.police.uk/contact
In an emergency, if crime is in progress or life is in danger call **999**
If you have a hearing or speech impairment, use our textphone service **18000**.
Or text us on 999 if you've pre-registered with the emergency SMS service,
www.kent.police.uk   



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Contacting Kent Police

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If deaf or speech impaired, text 'police' and your message to **60066**

www.kent.police.uk   