

Kent Fraud Alert System



Courier Fraud – National Campaign

This week marked the launch of a national campaign to raise awareness about Courier Fraud. Working jointly with the City of London Police we are urging carers, family and friends of vulnerable people to be on their guard to help prevent their loved ones being exploited by fraudsters. To mark this event, below is valuable information to share with them.

TO STOP FRAUD™

The four most common versions of this fraud are as follows,

- Bank card expiry: Fraudsters claim to be from the victim's bank and say their card is no longer valid. They ask for the pin number and then send a "courier" to collect the card before using it for fraudulent purposes.
- Purchasing high end items: The suspects pretend to be police officers and ask the victim to help with an undercover operation by purchasing expensive items like watches, jewellery and gold. Once the item is bought, the victim will hand over the item to the criminal.
- Counterfeit cash/bank investigation: A person claiming to be a police or banking official informs the victim that they need to help with a banking corruption investigation. The victim is told to withdraw a large amount of money and the cash is picked up later by a courier to "check for fingerprints or to identify counterfeit bank notes".
- Computer takeover: The fraudster telephones the victim, purporting to be from their internet service provider, saying that they have had an issue with their internet connectivity and they are due compensation. The victim is persuaded to download a remote access application, giving the suspects access to their home computers. The fraudster persuades the victims into thinking that they have been paid too much compensation and the victims then withdraw cash to pay the money back, which is later collected by a courier.

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.



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 telephone service **18000**.
Or text us on 999 if you've pre-registered with the emergency SMS service,
www.kent.police.uk   

The following are some of the signs of a courier fraud,

- Courier fraud usually starts with an unsolicited telephone call to the victim.
- Typically the suspect will pose as a bank official, police officer or a computer or utility engineer.
- Courier fraudsters will usually request the victim purchases high value items such as Rolex watch and gold bullion, withdraws cash or provides a bank card for collection from a courier.
- Fraudsters will instruct victims not tell any family or friends about what they are doing.



**Kent
Police**

Contacting Kent Police

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

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- When carrying out courier fraud, criminals will request the victim hangs up the phone to ring their bank for confirmation while keeping the line open. The suspect then purports to be bank official and provides false confirmation.
- Fraudsters will also make arrangements for a courier to meet the victim to collect the item they have purchased.

Remember to use the **ABC** of scam awareness and never **A**ssume or **B**elieve a call is genuine and always **C**onfirm by calling a trusted number.

I would always advise people to call using a different phone to the one they were called on. If this is not possible, then they should wait five minutes and then ring a family member or friend to ensure that the line has been cleared, before calling.

Remember, if you get a call from someone stating they are from the Police and request that you withdraw money for them to collect, it is a scam. The Police will never ask you to do this or to lie to your Bank or family etc.

If you think that you may have been a victim of this type of scam, then contact your Bank immediately and report it to Action Fraud at www.actionfraud.police.uk or calling 0300 123 2040 or if the crime is happening, ring 999.

If you require any more information on this or arranging a Presentation, Email me, Steve Kelly, Kent Police Fraud Protect and Prevent Officer, at stephen.kelly@kent.police.uk

Preventing fraud

Together, let's stop scammers.



Remember, ABC:



never **A**ssume



never **B**elieve



always **C**onfirm

Get the latest scam advice:



@KentPoliceECU



**Kent
Police**

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