

# Kent Fraud Alert System



TO STOP FRAUD™

## **Bank Impersonation Scam Warning**

We are warning residents about a rise in bank impersonation scams, also known as courier fraud.

Scammers contact people by phone, text, or email, pretending to be their bank. They may say:

- Your bank account has been compromised
- They need your help with an investigation

They then pressure victims to download an app or give them access to their bank account.

### **Never:**

- Download apps at the request of someone who contacts you
- Transfer money or withdraw cash
- Buy gold, foreign currency, or gift cards
- Share your bank details, PIN, or personal information

### **Your bank will never:**

- Ask for access to your account
- Ask you to move money to a “safe account”
- Ask you to download an app

### **What to do**

- End the call immediately.
- Contact your bank using 159 (never use numbers given by callers or within messages).

If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and reporting to Report Fraud at [Reporting cyber crime and fraud or phishing attempts - Report Fraud](#) or call 0300 123 2040.

Find out more by visiting our website at [Advice about fraud | Kent Police](#) and also from the Home Office at [Stop! Think Fraud - How to stay safe from scams](#)

## 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 or purchase gold bullion, Gift Cards or other valuable items as part of an investigation.
- send a courier to collect your bank cards, PIN, cash or gold bullion etc

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](http://www.kent.police.uk/report)  
Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://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](http://www.kent.police.uk)   



## Kent Police

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Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://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](http://www.kent.police.uk)   