



Courier Fraud Alert

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COURIER FRAUD ALERT

The information contained within this alert is based on the results of research carried out by the National Fraud Intelligence Bureau (NFIB). One of the key objectives of sharing fraud data between the NFIB and stakeholders is to prevent fraud.

ALERT CONTENT

The National Fraud Intelligence Bureau (NFIB) has identified an increased number of reports concerning courier fraud. Fraudsters are contacting victims by telephone and purporting to be a police officer or bank official. To substantiate this claim, the fraudsters confirm some easily obtainable basic details about the victim such as full names and addresses. They may also offer a telephone number for the victim to call to check that they are genuine; this number is **not** genuine and simply redirects to the fraudster who pretends to be a different person.

After trust has been established, the fraudster will then suggest that some money has been removed from the victim's bank account and staff at their local bank branch are responsible. The victim is then asked to cooperate in an "investigation" by attending their bank and withdrawing money to hand over to a courier for examination who is working with the original fraudster who made the call. The fraudster(s) may also ask the victim to withdraw money via a different method, such as a currency exchange. The victim will then be given a safe word which will be repeated by the courier for further reassurance at the point of handover.

PROTECTION / PREVENTION ADVICE

Spot the Signs

- You receive a call purporting to be a police officer or bank official, either from your local area or a specialist team based elsewhere in the country.
- You're asked to hang-up the phone and call a number provided in order to check the fraudster's credentials – often the fraudster hasn't disconnected and is waiting to take the call.
- The fraudster suggests you should withdraw your money in a different currency at a currency exchange.
- You're told to keep the call a secret.
- You're told to lie to bank or currency exchange staff about why you're withdrawing money.

Prevention Guidance

- No bank or police officer will ever call to ask you to verify your personal details or PIN by phone.
- No bank or police officer would ever offer to pick up your card using a courier. Hang up if you get a call like this. You should only ever have to hand bank cards or other financial details over to a bank clerk in a branch. If it's been cancelled just destroy it yourself.
- You can report suspicious calls like these to Action Fraud by visiting www.actionfraud.police.uk or by calling 0300 123 2040
- If you have supplied bank or card details over the phone to someone who has called you who you think is not genuine, contact your bank immediately, inform them of the call and cancel the cards.

FEEDBACK

The NFIB needs feedback from our readers to evaluate the quality of our products and to inform our priorities. Please would you complete the following NFIB feedback survey through: <https://www.surveymonkey.com/r/FeedbackSDU>. This should take you no more than 2 minutes to complete. If you have other feedback or additional information that you would prefer to provide by email please send to NFIBfeedback@cityoflondon.pnn.police.uk.

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