

*LONDON BOROUGH OF  
RICHMOND UPON THAMES*

Telephone fraud is on the increase in the UK. Fraudsters have been targeting individuals and deceiving them into handing over cards and PIN numbers, or revealing personal and financial information.

Telephone

FRAUD

## A typical telephone fraud scenario goes as follows:

- Fraudsters may cold call you claiming to be from your bank or the police.
- They may claim that your bank card needs to be replaced.
- They then ask you to read out your PIN or type it on the phone keypad.
- They may suggest you hang up and ring your bank or the police to verify the call. However, they do not disconnect the phone and remain on the line.
- Finally they send a courier to collect your bank card.



## Protect yourself against telephone fraud, be wary of unsolicited calls:

- Your bank will **NEVER** call you and ask for sensitive information.
- Your bank will **NEVER** send a courier to your home
- Your bank or the police will **NEVER** collect your bank card or ask for your PIN
- If you receive one of these calls end it immediately, then call the police from another telephone.
- If the caller asks you to ring your bank to verify the call, always call from another telephone. **NEVER** call from the same land line.

If you have been a victim then please report to the police by dialling 999 in an emergency, or 101

For further information please see 'The little book of big scams' at [www.met.police.uk/fraudalert/](http://www.met.police.uk/fraudalert/) or [www.actionfraud.police.uk](http://www.actionfraud.police.uk)