

THINGS TO REMEMBER

When making a payment always follow any **advice or warnings** from your bank or payment service provider. If you are suspicious, **take a pause and talk to a trusted friend or family member** before making your payment.

Your genuine bank staff might ask you about a payment, this is to keep you safe. If someone **asks you to lie or tells you what to say, this is a sign that it's a scam.**

Your bank or the police will **never ask you to transfer funds** to a "safe" account.

Alternative payments, like gift cards and cryptocurrency, do not have the same level of protection. **Be wary if someone is asking you to make a payment in this way.**

Most fraudsters operate as part of an organised crime group. Whilst it might feel tempting to keep them on the phone, they are part of a criminal network and **you could be putting yourself at risk. Hang up as soon as possible.**

REPORTING

Report Fraud

Contact your bank immediately if you think you have been a victim of fraud.
Tell the police using the Report Fraud service via **reportfraud.police.uk** or by calling **0300 123 2040**.

159

If you receive a call or message asking you to hand over money or personal information then **stop, hang up and call 159** to be connected directly to your bank.

7726

Report spam or scam texts directly to your mobile phone provider free of charge by **forwarding the text message** to **7726.**

Stop! Think Fraud

Visit **stopthinkfraud.campaign.gov.uk** where you can get more advice on how to protect yourself against fraud.

Scan the QR code to learn about different types of fraud.

HERTFORDSHIRE CONSTABULARY

THE LITTLE LEAFLET OF FRAUD ADVICE





TOP TEN TIPS TO PREVENT FRAUD

1. Be wary of offers that seem too good to be true. There are no guaranteed “get-rich-quick” schemes.
2. A sense of urgency is a common fraudsters tactic.
3. Take time to conduct due diligence before sending money or signing documents.
4. Utilise buyers protection. Use safer payment methods or a credit card when shopping online.
5. Keep your banking and personal information safe, secure, and protected.
6. Look for evidence of a company’s legitimacy, not just testimonials.
7. Access websites directly rather than through links in emails and texts.
8. If called on a landline, make sure the line is clear by hanging up for 5-10 minutes before verifying the contact. Or call from a different phone.
9. If you spot a scam, or have been a victim of fraud, report it. A scam is a crime.
10. Reporting fraud helps to prevent others from becoming a victim. Do your bit in the fight against fraud.



DID YOU KNOW?

Around 40% of all crime recorded in the UK is fraud. If you have experienced fraud, remember to be kind to yourself and know that you are not alone.
Anyone can become a victim.

Millions were lost to email and social media account hacking in the last year.

- Protect yourself by using strong passwords for your bank, email, and social media accounts.
- A good way of creating a strong and memorable password is by using three random words.
- Set up 2-Step Verification (2SV) for your email and social media accounts.

Fraudsters can “spoof” phone numbers, making the caller ID appear that they are calling from a trusted number.
Hang up. Take your time to verify the call is genuine. It is safer to make a verification check from a different phone, not the one you received the call on. Only call back on a number you know is correct.



HOW TO CHALLENGE

Stop and think before parting with any money or personal information. Taking a moment could keep you and your money safe.

Ask yourself:
Does this feel right?
Is this too good to be true?
Do I feel rushed?

It’s ok to reject, refuse or ignore any requests. The police, or your bank, won’t mind you taking the time to check who they are. Fraudsters may use tricks to make themselves look more legitimate. Make sure you verify them independently. **Only criminals will try to panic or pressure you.**

What you could say:

- “I am not sure about this, I will contact my bank directly.”
- “I am not interested, I am going to hang up now.”
- “I need to check who you are before I speak to you. Goodbye.”