

# Impersonation Fraud

## For your awareness



Please be aware that there have recently been reports of fraudsters pretending to be police officers either over the phone or in person, and may ask you to withdraw cash from the supermarket. Often fraudsters will say this is to 'assist' a police investigation, however officers would never ask you to do this.

The police or bank would never send someone to your house to collect money/bank cards or ask you to withdraw money from an ATM, bank or supermarket. They will also sometimes say they will send a taxi to collect bank cards from you and deliver them to where is necessary. Fraudsters will often tell you not to speak to anyone about the investigation and promise you will get your money back, they may ask you to lie to the bank however it is important to not lie to the bank and contact them on the number you would usually speak with them on.

For your information police officers would never:

- ask you for your bank details or PIN
- ask you to transfer funds to another account
- ask you to hand over cash or bank cards to a courier
- ask you to pay a fine or a fee to them or a third party over the phone or online
- ask you for access to your computer, passwords or log on details over the phone or online
- ask you to register personal details in an attachment or website online
- ask you to 'assist' in an investigation by doing any of the above
- state that you are committing a crime by not complying
- communicate in an abusive, threatening or coercive manner

These fraudsters may tell you to verify their identity by ringing 101 or 999- it is important to always hang up and ensure the line is cleared. There is often a habit that these fraudsters will keep their end of the line open to make it seem like you are calling back the official 101 line.

If you think you have been a victim and have lost money, please contact **101** to report the issue. You can also contact **Action Fraud** online or on **0300 123 2040** to make a report.

