

# Kent Fraud Alert System



**TO STOP FRAUD™**

## Holiday Fraud

After the past year that we have all endured many of your thoughts will be turning to having a holiday. Unfortunately, fraudsters are aware of this and in the current supply and demand situation, with demand out stripping supply, this creates a unique environment for criminals.



Action Fraud have supplied some Top Tips to avoid falling victim to holiday fraud -

- Stay safe online: check the web address is legitimate and has not been altered by slight changes to a domain name – such as going from .co.uk to .org.
- Do your research: don't just rely on one review – do a thorough online search to ensure the company is credible. If a company is defrauding people, there is a good chance that consumers will post details of their experience, and warnings about the company.
- Look for the logo: check whether the company is an ABTA Member. Look for the ABTA logo on the company's website. If you have any doubts, you can verify membership of ABTA online on their website. If you're booking a flight and want more information about ATOL protection, or would like to check whether a company is an ATOL holder, visit the CAA website.
- Pay safe: wherever possible, pay by credit card. You should avoid paying directly into a private individual's bank account.
- Check the paperwork: you should study receipts, invoices and terms and conditions, and be very wary of any companies that don't provide any at all. When booking through a Holiday Club or Timeshare, get the contract thoroughly vetted by a solicitor before signing up.
- Use your instincts: if a deal sounds too good to be true, it probably is.

## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:



never Assume



never Believe



always Confirm

Get the latest  
scam advice:



@KentPoliceECU



**Kent  
Police**

## Contacting Kent Police

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 deaf or speech impaired, text 'police' and your message to **60066**

[www.kent.police.uk](http://www.kent.police.uk)



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## Courier Fraud

Action Fraud have prepared the following fact sheet about this terrible crime, (see below) which is also attached separately with my email, for those of you that may wish to print this for display etc. Please spread this message far and wide and remember the principles of ABC, which is, never ASSUME a call from someone saying they are your bank or a Police Officer is genuine. Never BELIEVE they are genuine but always CONFIRM by ringing a trusted number or in the case of Police, 101. Always ring wherever possible with a different phone to the one you were called on. However if this is not possible, ring a family member or friend to ensure the line has been disconnected and the fraudster is not still waiting on the line.

## What is Courier fraud?

Courier fraud occurs when people are duped into handing over money or valuables to criminals posing as couriers. Using a variety of different tactics, usually involving the impersonation of police officers and bank staff, criminals will call the victim and convince them into withdrawing a sum of money and handing it over to a courier who is sent to their home. The victim may be also convinced into handing over their bank cards, PINs, as well as high value items such as jewellery, watches and gold (coins or bullion).

### High value jewellery and gold bullion

Recent reports to Action Fraud have highlighted a sharp increase in instances of criminals instructing victims to purchase high value items such as jewellery, gold coins and gold bullion.



**Courier fraud** - This advice will help individuals protect themselves against falling victim to courier fraud.

### What you need to do

- **Your bank or the police will never** call you to ask you to verify your personal details or PIN. If you get a call asking you to do this, hang up, wait a few minutes and call your bank on a number you know to be genuine, such as the one on the back of your card.
- **Your bank or the police will never** send a courier to your home to collect your cash, bank cards, PINs, or any other valuable goods. Any requests to do so are part of a scam.
- **The police will not** contact you out of the blue and ask you to participate in an investigation that requires you to withdraw money from your bank, or to purchase high value goods, such as jewellery or gold.

### What to do if you've been a victim of courier fraud:

- If you've revealed your bank details over the phone or handed your card to a courier, call your bank straight away to cancel the card.
- If you suspect that you have been a victim of courier fraud, report it to Action Fraud by visiting [actionfraud.police.uk](http://actionfraud.police.uk), or by calling 0300 123 2040.

If you have been a victim of fraud or cyber crime, report it to us at [Actionfraud.police.uk](http://Actionfraud.police.uk), or by calling 0300 123 2040.



**Kent  
Police**

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## Doorstep Crimes – Rogue Traders

Fraudsters may use the fact that the current restrictions are easing as an opportunity to target vulnerable victims and commit doorstep scams. The below link takes you to a video that has been prepared by Action Fraud with Age UK with practical advice on how to people can protect themselves. If you have older family members or neighbours then please share it with them, so that we can raise awareness of these types of scams and how not to fall victim.

<http://youtu.be/0IyOymAhEJs>



## Preventing fraud

Together, let's stop scammers.



### Remember, ABC:



**n**ever **A**ssume



**n**ever **B**elieve



**a**lways **C**onfirm

Get the latest scam advice:



@KentPoliceECU



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Police**

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