

## Courier Fraud Deliver the message...

Alert 3.14

7 February 2022

**Bromley Trading Standards** are highlighting **some** of the methods used by scammers to trick people into handing over their debit or credit cards – also known as **courier fraud**.

In most cases the fraudster phones their victim and claim to be from their **bank or the police**, then **someone visits your home to collect your card, cash or other items**. There are **many** variations – here are some *examples*:

... your bank and another bank are merging - your bank cards will expire **today**. They will deliver your new card & collect and dispose of your old cards

... a fraudulent payment has been spotted on your card that needs sorting out

... someone has been arrested using your details and cards – they need you to confirm your card numbers over the phone



... there is a corrupt member of staff at your bank and the police need your help to identify them. They ask you to withdraw a large amount of your money, which is then collected for evidence

... you are asked you to purchase an expensive watch or other high-value item, to help find out if counterfeit goods are being sold

The fraudster may ask for your PIN (Personal Identifications Number) or ask you to key it into your phone.

**NO bank or Police officer will ever ask for your PIN**

**The scammer then sends a courier or taxi to pick up your card from your home.**

Once the scammer has both the PIN and your card they can withdraw and spend **your** money.

If you would like to receive Trading Standards Alert! direct to your inbox please visit [www.bromley.gov.uk/scams](http://www.bromley.gov.uk/scams) and complete the online form.

**Remember:** just because someone knows details about you, like your name and address and telephone number or even the name of your bank does **NOT** make them a genuine caller.

Your debit or credit card is **yours** – **don't** let a stranger take it from you.

**If you get a phone call that you are not expecting:**

- **HANG UP**
- **Don't give your personal information to verify who you are**
- Leave it a good while (or use another phone) and call your bank to check your account is secure -  
Call 159 to speak directly to your bank or use a trusted number from a statement, letter or their website.
- Don't hand over your debit or credit card or money or valuables to a stranger – regardless of who they claim to be

**You** may think it is obvious and would not fall for such a scam, but it is carried out in a professional and sophisticated manner and many people **do** get caught.

We would urge you to tell someone that might not be aware that these scams take place – perhaps an elderly relative, a friend, a client or your (vulnerable) neighbour.

For more information on courier fraud visit:

[Courier fraud | Action Fraud](#) and [Door-to-door and courier fraud | Metropolitan Police](#)

**Take FIVE to STOP Fraud.**

[Take Five - To Stop Fraud | STOP - CHALLENGE - PROTECT - \(takefive-stopfraud.org.uk\)](#)

**REPORT** - Protect others by reporting incidents.

- < **Contact your bank as soon as possible. Call 159**
- < Report scams to Action Fraud on 0300 123 2040 or [www.actionfraud.police.uk](http://www.actionfraud.police.uk)
- < Forward suspicious email to [report@phishing.gov.uk](mailto:report@phishing.gov.uk).
- < Forward a suspicious text message to 7726.
- < Report a suspicious website [Report a suspicious website - NCSC.GOV.UK](http://Report.a.suspicious.website-NCSC.GOV.UK).
- < Contact Citizens Advice for help and advice about scams on **0808 223 1133**.

You can also visit [www.Bromley.gov.uk/scams](http://www.Bromley.gov.uk/scams)