

STOP THE SCAM

PROTECT YOUR
BANK ACCOUNT
AND YOUR MONEY



STOP THE SCAM...

THERE ARE **MANY DIFFERENT TYPES OF SCAMS**, WITH NEW ONES CONSTANTLY BEING DEVELOPED. YOU MAY HAVE EVEN BEEN CONTACTED BY A SCAMMER YOURSELF – EITHER BY PHONE, EMAIL, OR TEXT MESSAGE. CURRENTLY, THERE IS ONE PARTICULAR **TELEPHONE SCAM ('VISHING')** THAT APPEARS TO BE TARGETING BAILIWICK RESIDENTS.

A scammer, claiming to be from, or representing, your bank contacts you by phone to say that there has been unusual or fraudulent activity on your account.

You are advised to call your bank immediately using the number on the back of your card. However, unknown to you, when you put the receiver down and dial the number, the scammer is still on the line intercepting the call.

Believing that you are talking to your bank, the scammer has given the phone to one of their colleagues who will ask for personal information from you, such as account numbers, security details and passwords.

Alternatively, the scammer may request that you transfer funds to a 'holding' or 'safe' account. You may also be asked to turn your mobile phone off.

If you do receive a call like this either call your bank using a different telephone, for example, if contacted on a landline, use a mobile phone, or if using the same telephone, wait at least 10 minutes before calling, so that the original call has been properly disconnected.

Please be aware that once funds are transferred out of your account there is little chance of recovery. Therefore, contact your bank immediately, and then report it to the Police.



STAY UP-TO-DATE
BY FOLLOWING
GUERNSEY POLICE ON
FACEBOOK OR VISIT
THEIR WEBSITE

WHAT YOUR BANK WILL NEVER ASK YOU TO DO...

Published by the British Bankers' Association

- Call or email to ask you for your full **PIN number** or any **online banking password**
- Send someone to your home to **collect cash, bank cards** or anything else
- Ask you to **email or text personal or banking information**
- Send an email with a link to a page which asks you to enter your **online banking login details**
- Ask you to **authorise the transfer of funds** to a new account or hand over cash
- Call to **advise you to buy diamonds** or land or other commodities
- Ask you to **carry out a test transaction** online
- Provide **banking services through any mobile apps** other than the bank's official apps

DON'T GET CAUGHT - for more information about different

types of scams, please refer to **www.actionfraud.police.uk**

If you think you have been targeted
you need to act quickly. The sooner
you report the incident the more
chance that something can be done.

BARCLAYS

Tel: 755458 (8.30am – 4.30pm Mon to Fri)

Tel: 01624 684492 (Customer Services 24/7)

LLOYDS

Tel: 706347

GUERNSEY POLICE HEADQUARTERS

Tel: 725111

Web: www.guernsey.police.uk

Email: controlroom@guernsey.pnn.police.uk

HSBC

Tel: 0345 740 4404

NATWEST

Tel: 01534 282850

FINANCIAL INVESTIGATION UNIT

Tel: 755844

Email: fraud@guernsey.pnn.police.uk

VICTIM SUPPORT

Tel: 713000

Email: victimsupportgsy@cwgsy.net

TRADING STANDARDS

Tel: 234567

Email: ts@commerce.gov.gg

GUERNSEY CITIZENS ADVICE

Tel: 242266

Web: www.cabguernsey.org

GUERNSEY FINANCIAL SERVICES COMMISSION

Tel: 712706

Web: www.gfsc.gg/Consumers

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