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BUILDING RESILIENCE AGAINST FRAUD

How to report



Police

All fraud in the UK is reported to the police at Action Fraud by phone or online:
0300 123 2040
www.actionfraud.police.uk

Action Fraud is the central reporting point for all reports of fraud, your local police force will be informed by Action Fraud.



Banks

Dial 159 (Stop Scams UK Anti-Fraud Hotline)
An automated line which takes you through to your bank's fraud team.

For alternative ways of contacting your bank only use the contact details on your bank card or the official website.



Emails

Forward fraudulent emails to **report@phishing.gov.uk**



Phone Numbers

Forward phone numbers sending you fraudulent messages or calls to **7726**



FRAUD CHECKLIST

We secure our homes to prevent burglary.

Why don't we do the same to prevent fraud? The impact of being a victim of fraud can have a negative effect on our physical and mental health as well as financial. The crime of fraud can lead to further identity fraud, blackmail and loss of confidence. We need to start securing our lives against scams and fraud. This simple check list is designed to ensure you have basic prevention measures in place to minimise the risk from fraud.

There are four paths into your life that a criminal will explore to commit fraud.



Phone

Mobile/Landline



Post

Mail/Letters



Doorstep

Doorstep and inperson



Internet

Email/Direct Messages/
Gaming/Social Media

Remember to:



STOP

Stop and take time to think. No legitimate organisation will rush you to give out money or personal information.



CONSULT

Challenge by cutting off communication and confirming who they are through official contact details. Ask trusted people for their thoughts.



ASSESS

Take time to assess all the information. Add up the facts and what you and your trusted friends think.



MANAGE

Manage by reporting the incident to Action Fraud, your bank, social media platform, family and friends.



Doorstep or In Person

- Sign up to the Priority Services Register with OFGEM www.ofgem.gov.uk
- Be alert and aware
- Secure doors and windows
- Use signs, stickers and CCTV
- Politely decline conversation with unknown people
- Take photos and check ID
- Have list of trusted people to contact



Telephone

- Register with Telephone Preference Service www.tpsonline.org.uk
- Don't answer unknown numbers and block them
- Block nuisance numbers through your phone provider
- Use a call blocker to stop nuisance calls to a landline
- Forward nuisance/SCAM numbers to 7726



Post

- Register with the Mailing Preference Service www.mpsonline.org.uk
- Register as a Scam Marshall with National Trading Standards www.friendsagainstscams.org.uk
- Opt out of the open register on the government Register to Vote service
- Check credentials on any letters by using official websites
- Ask trusted people what they think



Internet

- Use strong, long & unique passwords
- Use a password manager
- Use Two-Factor Authentication/Two-Step Verification
- Forward nuisance/SCAM emails to report@phishing.gov.uk
- Complete any device security updates
- Use anti-viral software & regular back-up's

Accommodation

Fraud



An accommodation scam or fraud is when someone tricks you into sending money to rent a room or property, which doesn't exist or belongs to someone else

1

View the property in person or at the very least via a live video call. Confirm the property is genuine and available

2

Check the Letting Agent is registered. Check the company is real. Use Companies House and Trading Standards websites

3

If you live in a "House in Multiple Occupation" (HMO) the landlord must have a licence. Speak with Student Union for advice or check for licence on local Council's website

4

Do not send any money until you are sure a property is genuine. Ask for copies of the Tenancy Agreement. Is it Too Good to be True?

HOW TO REPORT

- Contact your Bank
- Report to Action Fraud using the number below or online at www.actionfraud.police.uk



Gift Card Fraud



How to protect yourself and how to report

For more information visit our website: www.nerccu.police.uk



The police, HMRC, DVLA or any other reputable organisation would **NEVER** make a phone call to you requesting that you purchase gift cards to pay 'fines or taxes.'

Be wary of anyone at work asking you to buy gift cards.



Sometimes criminals impersonate employees by using their email address.

- Be aware of people online striking up relationships and asking you to buy gift cards.
- Check with colleagues in person about any emails requesting gift cards.
- Do not share details or codes of any gift cards that you have purchased.

If you think you are a victim of fraud, contact your bank immediately.



Dial 159 to get directly to your bank's fraud department.

HOW TO REPORT

- Contact your bank
- Report to Action Fraud using the number below or online at www.actionfraud.police.uk

ActionFraud
National Fraud & Cyber Crime Reporting Centre
0300 123 2040

North East
RECCC
Regional Economic Crime Coordination Centre

QR Code Fraud



How to protect yourself and how to report

For more information visit our website: www.nerccu.police.uk

QR or
"Quick Response"
Codes look like
this:



Criminals produce
their own QR Codes
and trick you into
scanning them

**These dishonest
QR Codes
can be both
PHYSICAL and
DIGITAL**

- Check that Physical QR Codes have not been tampered with
- Check & use the correct WebAddress or APP for the QR Code
- Use your phones QR Code scanner



If it feels like
a trap...
Break the
contact.

**Dial 159 to get directly
to your bank's fraud
department.**

HOW TO REPORT

- Contact your bank
- Report to Action Fraud using the number below or online at www.actionfraud.police.uk



Ticket Fraud

How to protect yourself and how to report

For more information visit our website: www.nerccu.police.uk

Criminals target people who are desperate for tickets. Common targets are flights, major sporting events, summer festivals and big-name performers



Check with the promoter or venue, how and when tickets are being distributed



Beware when booking flights and travel excursions

Criminals create fake websites and social media Profiles to sell tickets that are fraudulent or don't exist.

They will offer tickets before the real tickets have gone on sale and when events are sold out.

Social Media hacking is linked with Ticket Fraud
Use Two-Factor Authentication to protect your Social Media

Never click links from emails or Online Adverts

HOW TO REPORT

- Contact your bank – Dial 159
- Report to Action Fraud using the number below or online at www.actionfraud.police.uk