



Keep your money safe

Sussex Police fraud newsletter –March 2017

Each month, we see many incidents of fraudsters targeting Sussex residents in an attempt to defraud them. Operation Signature is our answer to preventing and supporting vulnerable victims of fraud or scams.

By its very nature, fraud is constantly evolving and taking on new forms. By following our tips and encouraging family, friends and colleagues to do so too, you can reduce the risk of becoming a victim.

This month, we took part in a Crime Summit to tackle the ever present problem of fraud suffered by older people. Read the full story below. We include a warning on fraudsters claiming they are from the National Crime Agency. Real law enforcement agencies would never ask you to transfer money.

Detective Chief Inspector Steven Boniface, Operation Signature, Sussex Police



Fraud Crime Summit held to tackle exploitation of older people in Sussex

The Police Crime Commissioners office, together with Neighbourhood Watch, held a crime summit meeting on 23 March at the Jubilee Library in Brighton.

A panel of experts including the Police Crime Commissioner Katy Bourne, National Trading Standards Scams

Team, Age UK, Barclays and Moneygram, Chief Superintendent Lisa Bell from Sussex Police and Neighbourhood Watch's John Wright MBE gave examples of their experiences. Hosted by BBC Sussex's Danny Pike, the audience took an active part in a focussed discussion on finding effective solutions to protecting older and vulnerable people from fraud.

Sussex Police's Operation Signature has received national recognition for its approach to follow up on reports of unwelcome or suspicious phone, email or unwanted doorstep visitors, particularly aimed at elderly residents. Police, PCSOs or Victim Support workers visit and offer advice, including ways of resisting further approaches, and police also work with local charities including Age Concern and Brighton-based Time to Talk Befriending.

Scams defraud people and in addition to the financial damage, many victims are left feeling socially isolated, often too uncomfortable to tell their friends and family what has happened. The crime summit demonstrated how we are taking a stand against fraud.

Calls claiming to be from the National Crime Agency

A person who was contacted on his phone by a person claiming to be from the 'National Crime Agency', was informed he had activity on his account that they suspected to be fraudulent and could be money laundering.



The fraudster informed the male victim that as the Police they would need to monitor his account and asked for his account number, which he gave them. A phone call from the victim's 'bank' would issue a verification number to make sure it was the right account.

The man was then told to download a programme called 'Teamviewer' to his desktop PC, which allowed the fraudster to access his online bank account without his knowledge. The fraudster said he needed to transfer £1000 from the victim's savings account into his current account, and that 'they' would transfer £20,000 into that account to see where it goes.

Finally, the individual was asked to go to the Post Office and transfer the money via MoneyGram to a safe account in Ukraine. Trusting his conversation was with the Police, the victim then went to the bank and found that all his money had gone from his account, totalling £1922.99.

TalkTalk fraud alert

Please be aware that fraudsters are claiming to be calling from TalkTalk about router issues, if you receive a call from TalkTalk and are in doubt, just hang up and call them back from your home phone by dialling 150.



Remember, the common tactics are:

- 📞 Callers saying they're from your Broadband Supplier or a Tech Support Company
- 📞 Say you've got a technical problem, such as a faulty router and your computer has been hacked
- 📞 Ask you to press Windows and R and type EVENTVR
- 📞 Try to scare you by showing a list of errors, which are actually quite normal
- 📞 Ask you to visit a website that lets them access your computer, such as TeamViewer.com, support.me, AnyDesk.com and Ammyy.com
- 📞 Advise you that you're due a refund for a technical problem
- 📞 Tell you they've transferred too much money and ask you to send it back, generally using Western Union or Money Gram.

Always be on guard when you get a call from someone you don't know, TalkTalk provide a useful guide to help you be vigilant: <https://help2.talktalk.co.uk/scam-phone-calls>

If you or someone you know is vulnerable and has been a victim of fraud call Sussex Police on 101 or visit www.sussex.police.uk



If you need to a report fraud or attempted fraud, you can do so by contacting Action Fraud at or by calling 0300 123 2040. You can also read the latest Action Fraud alerts at www.actionfraud.police.uk/news or by following @actionfrauduk on Twitter.