



# Keep your money safe

## Sussex Police fraud newsletter – March 2018

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 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 ask you to be vigilant when purchasing entertainment tickets online. We also focus on fraudsters who call victims claiming to be from a renowned telephone preference service which blocks nuisance calls.

**Detective Inspector Peter Billin, Detective Inspector, Economic Crime Unit, Sussex Police**

### Ticket Fraud alert

The Society of Ticket Agents and Retailers (STAR) has warned that entertainment ticket fraud in the UK continues to increase.



Data released by STAR and Action Fraud, the UK's national cybercrime reporting centre, reveal there were 3,973 reported instances of ticket fraud in Britain over a six-month period in 2017, an increase of over 38% in two years.

We would like to spread the warning that if a deal looks too good to be true, it probably is. We recommend that people buy from reputable ticket sellers who are members of STAR.

### Fake Telephone Preference Service (TPS)

The National Fraud Intelligence Bureau (NFIB) and Action Fraud have recently noticed that fraudsters are falsely claiming that they are calling from one of the well-known UK telecommunication service providers. The genuine Telephone Preference Service (TPS) stops your telephone number being available to organisations who inundate you with sales or marketing calls.

The fraudsters call victims claiming to provide a 'Telephone Preference Service' and ask victims to confirm or provide their bank account details, informing them that there is a one-off charge for the service. Victims then see monthly debits deducted from their accounts, which they have not authorised. The fraudsters often target elderly victims. In all instances, direct debits are set up without following proper procedure.

On occasions when victims attempt to call back, the telephone number provided by the fraudster is either unable to be reached or the victim's direct debit cancellation request was refused.

### **'true call' an effective solution to nuisance calls**

We have now installed over 140 'true-Call' telephone call blocker devices into the homes of vulnerable victims, those people who would be at high risk of being re-victimised without such preventative measures being implemented.

These have blocked in excess of 62,000 nuisance calls over the past 2 years, equating to an average of 45 calls per household per month. They can block up to 99% of calls from numbers that are recognised as not being from friends and family.

We would urge those who are aware of any potentially vulnerable relation or friend who may fall victim to these fraudulent calls to consider purchasing this kind of device. Further information can be obtained via the following link: <https://www.truecall.co.uk>



There have been new instances in Sussex of people falling victim who have been persuaded to use the 'Neosurf' cash vouchers to settle outstanding payments, much in the same way as 'i-tunes' vouchers have been used for some time now for the same purpose.

Neosurf vouchers are obtained at a variety of outlets, and are used to complete transactions using the voucher number and security code printed on them.

While the process does not involve any of the victim's personal or banking information, they are also completely untraceable when attempting to identify the fraudster.

Neosurf remains a safe method of payment in the right circumstances, but we would urge people to be aware of any unusual circumstances where they are asked to make unfamiliar payments.

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If you suspect someone you know may be vulnerable to fraud, please share this newsletter with them and encourage them to look at the 'Little Book of Scams', available on the following link: <http://tinyurl.com/z8khtgh>.

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](http://www.sussex.police.uk)



If you need to a report fraud or attempted fraud, you can do so by contacting Action Fraud at [www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud) or by calling 0300 123 2040. You can also read the latest Action Fraud alerts at [www.actionfraud.police.uk/news](http://www.actionfraud.police.uk/news) or by following @actionfrauduk on Twitter. Check latest information online at [www.getsafeonline.org](http://www.getsafeonline.org).