

COURIER FRAUD

Staffordshire County Council is warning residents against not becoming victims of courier fraud; Police are investigating a new variation of card fraud, which tricks people into handing over all their credit and debit cards to a courier on their doorstep.

Recent Scams – A resident received a phone call from someone claiming to be a staff member a store in London. He explained that her grand-daughter was in the store, trying to spend £1,000 on a card he thought belonged to her. He told the woman the police had been called and the person had fled the store. The woman immediately tried to call her bank, to get the card cancelled. The fraudsters stayed on the line, meaning that while she thought she was calling her bank, she was again speaking to one of the scammers. The supposedly helpful assistant went on to explain that, under a new scheme, the woman could now cancel all her cards in one go, even cards belonging to rival banks. She was then asked to dial her PINs into the telephone and the fraudster explained that the cancelled cards would then be collected by courier. For security reasons, she was told to ask the courier for a code number.

A fraudster arrived on the doorstep within the hour and the victim repeated the correct code, handed him an envelope with four credit and debit cards that had not really been cancelled. The next day she realised the fraudsters had spent £1,200 on their accounts. This is a new variation of the courier fraud.

Prevention and awareness advice

- Your bank will never attend your home
- Never give any financial or identity details to anyone you don't know
- Do not press any buttons on the telephone that they ask you to press
- Do not answer any questions
- Your bank and the police will never collect your bank card
- Your bank and the police will never ask for your PIN
- If you receive one of these calls end it immediately

To report a fraud and receive a police crime reference number, call Action Fraud on 0300 123 2040

Produced: June 11th 2013

All our alerts are available in a range of formats and languages, including large print.

Please contact Community Development if this would be helpful to you, or to someone you know. 0300 111 8000. community.development@staffordshire.gov.uk

